

LANDCARE TASMANIA



Statement of Duties

Position Title: Office Services Coordinator

Award: [Miscellaneous Award \[MA000104\]](#)

Group/Section: Operations

Position Type: Permanent - Full Time

Work Pattern: 5 days per week, Monday to Friday, 7.6 hours per day

Location: Hobart

Reports to: Operations Manager

Effective Date: April 2026

Check Type: Conviction / Identification / Employment check

Check Frequency: Pre-employment

NB: The above details in relation to Position Type, Work Pattern and Location may differ when this position is advertised. The remainder of the content of this Statement of Duties applies to the position as described below.

Primary Purpose

To provide effective and efficient office coordination, reception, facilities, administrative, and operational support services to Landcare Tasmania. The Office Services Coordinator is responsible for contributing to the smooth day-to-day functioning of the Hobart office by managing inbound communications, coordinating facilities and office services, supporting staff and members, maintaining systems and supplies, assisting with IT and administrative processes, and contributing to a welcoming, safe, and efficient work environment for staff, visitors, contractors, and stakeholders.

Duties

1. Provide reception and front-of-house services, including answering and triaging incoming phone calls, emails, and visitors in a professional and timely manner, whilst acting as a primary point of contact for membership and insurance, including directing, recording, responding to, and following up enquiries where required.

2. Maintain and monitor the main Landcare Tasmania mailboxes & CRM system, respond to routine enquiries or forward correspondence as appropriate.
3. Coordinate repairs and maintenance activities as required and manage maintenance schedules to ensure equipment, facilities, and office infrastructure remain operational and fit for purpose.
4. Maintain contractor and supplier records, including a database of service providers, and ensure warranty requirements are monitored and adhered to where relevant.
5. Provide first-level support for general IT queries and liaise with Landcare Tasmania's external IT contractor to resolve issues and support IT-related tasks and projects.
6. Assist with IT administration tasks including software setup, data migration support, and first point of contact responsibilities for Landcare Tasmania's core administration systems - NationBuilder and ClickUp.
7. Develop and maintain sufficient administrative knowledge of the organisation's website to make routine updates and changes when required.
8. Manage office areas to ensure they are clean, tidy, functional, welcoming, and that equipment and materials are appropriately stored.
9. Manage office and operational supplies, including stationery, IT equipment, and catering supplies, and take responsibility for the office stationery and catering budget.
10. Provide administrative and operational support for internal events including coordinating logistics, maintaining equipment and resource inventories, supporting event systems (registrations, attendance, documentation), and supporting governance requirements.
11. Oversee any external storage arrangements and ensure office resources are appropriately maintained and accessible.
12. Support Work Health and Safety processes by logging incident reports, tracking risk management activities, and ensuring regular WHS risk assessments and checks are completed.
13. Actively participate in and contribute to Landcare Tasmania's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

14. Provide diary management support to the Executive Assistant when required and coordinate meetings, appointments, and related administrative arrangements as needed.
15. Attend relevant internal and external meetings and provide support with the preparation and running of meetings where required.
16. Participate in Landcare Tasmania activities and events as required and undertake additional duties, not specifically mentioned in this document, that are within the capacity, qualifications, and experience normally expected of a person occupying this position.
17. Work with the Operations Manager to develop and participate in an approved program of professional development relevant to the role.

Key Accountabilities and Responsibilities

- Responsible for the provision of efficient, accurate, and responsive office coordination, data, reception, facilities, and administrative support services across Landcare Tasmania's operations.
- Reports to, and works under the general direction of the Operations Manager.
- Exercises discretion, judgement, initiative, and confidentiality in the handling of enquiries, records, systems, and workplace matters.
- Contributes to the effective day-to-day operations of the Hobart office and supports a professional, safe, welcoming, and well-organised workplace environment.
- Supports communication and service delivery to members, supporters, partners, contractors, suppliers, and the broader community.
- Complies at all times with organisational policy, procedure, and any mandatory education, training, and assessment requirements relevant to the role.

Selection Criteria

1. Demonstrated experience in a similar administrative, office coordination, reception, or support role, preferably with at least 12 months' relevant experience.
2. Sound knowledge of office administration principles and the ability to effectively coordinate day-to-day office operations, facilities, supplies, and support services.
3. Well-developed computer and digital administration skills, including intermediate capability in Microsoft Office, Google Workspace, CRM systems,

task management systems and basic IT support functions such as software setup or basic network-related tasks.

4. Demonstrated ability to manage complex documentation, maintain accurate records, and support administrative systems and processes with a high level of accuracy and attention to detail.
5. Well-developed oral, written, and interpersonal communication skills, with the ability to provide professional reception and enquiry services to a broad range of internal and external stakeholders.
6. Demonstrated ability to organise and prioritise work, manage competing demands, and work with a degree of independence while maintaining confidentiality and meeting deadlines.
7. Ability to exercise initiative, judgement, problem-solving skills, and discretion in a dynamic office environment.

Working Environment

This role is based in Landcare Tasmania's Hobart CBD office. Due to the nature of the role, the position is unsuitable for remote work. Occasional travel may be required for events or meetings.

Landcare Tasmania is committed to maintaining a safe, respectful, inclusive, and well-functioning workplace. The position contributes to the employee and visitor experience by supporting the daily operations of the office and helping ensure that facilities, systems, and administrative services operate effectively.

The organisation values professionalism, collaboration, safety, responsiveness, and continuous improvement. Employees are expected to contribute positively to team culture, maintain appropriate confidentiality, and uphold organisational policies and procedures at all times.

Pre-employment Conditions

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with this role.

The successful candidate is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check

3. Disciplinary action in previous employment check

Salary - To be negotiated based on skills and experience. \$60,000 - \$65,000 Per annum