



## Position Description

<b>Position Title:</b>	Administration & Governance Support Officer
<b>Employment Status:</b>	Permanent Full-time – 37.5 hours per week.
<b>Reports To:</b>	General Manager
<b>Key Internal Relationships:</b>	General Manager Board Secretary & Central Committee of Management Childhood Cancer Support families Volunteer & Operational Support Coordinator Accommodation & Family Support Officer Maintenance Officer Community Fundraising & Events Specialist Philanthropy Manager Sub-committees Ambassadors Volunteers
<b>Key External Relationships:</b>	Queensland Children’s Hospital Contractors & Suppliers Regulatory authorities (ACNC, ASIC, state-based regulators) Other support agencies General community
<b>Organisational Accountabilities:</b>	Constitution Organisational Policies and Procedures Code of Conduct Confidentiality Agreement Workplace Health & Safety Policy & Legislation External media relations protocol

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### ORGANISATIONAL OVERVIEW

Childhood Cancer Support is a not-for-profit organisation who, for 50 years, has been dedicated to providing regional families affected by childhood cancer with a place to live in a home away from home environment.

We support regional families who find it difficult to access affordable self-contained unit accommodation whilst their child is undergoing treatment at the Queensland Children’s Hospital.

Childhood Cancer Support provides –

- 7 family styled units at our Herston site which are suitable for medium-long term stays.
- 4 family styled units at our South Brisbane site which are suitable for medium-long term stays.
- Fully furnished houses at East Brisbane for medium-long term stays
- 3 rooms at our Woolloongabba House for short-term stays.

Units range in size from 1, 2 or 3 bedroom.



## **Our Mission**

Our mission is to help families impacted by childhood cancer.

## **Our Vision**

To create a positive community in the lives of families that have been impacted by childhood cancer.

## **Our Values**

- Togetherness – we know every family is different and bring a lifeline to an understanding community.
  - Compassion – we recognise the toughest parts of the journey and we will be there no matter.
  - Support – we are the quiet strength and there to help when things are difficult.
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## **PURPOSE OF THE ROLE:**

The Administration & Governance Support Officer is responsible for delivering high-quality administrative, governance, database, and finance data entry support to Childhood Cancer Support. The role provides day-to-day office administration, prepares Board papers, minutes, and compliance documents, and undertakes accurate data entry into the finance system, ensuring smooth operations and effective support for both the General Manager and the Board.

## **Responsibilities and Key Performance Indicators**

### **Administration**

- General administration duties
- Reception duties and first point of contact for families, visitors, and callers.
- Manage mail, email accounts, filing, photocopying, office equipment, and office supplies.
- Maintain Blue Card register and Child Safe system.
- Assist with accommodation bookings/coordination, grant administration, event support, and transport bookings.
- Provide minutes for staff meetings.

### **Database Management**

- Maintain accuracy and integrity of Childhood Cancer Support database/CRM, including membership and family records.
- Produce reports as required.

### **Board & Governance Support**

- Prepare agendas, Board packs, and supporting documents.
- Take accurate minutes of Board and Sub-Committee meetings, distribute promptly.
- Assist Board Secretary with statutory compliance reporting (ACNC, ASIC, state charity regulators).
- Maintain Board registers including membership, conflicts of interest, and Blue Cards.
- Support induction and compliance processes for new Board members.



### **Finance (Data Entry Support)**

- Undertake accurate data entry into MYOB (or equivalent) as directed by the General Manager or bookkeeper.
- Record invoices, receipts, and payments to support accurate recordkeeping.
- Maintain confidentiality and accuracy in all financial data handling.

### **Support to General Manager**

- Provide administrative support to the General Manager.

### **Compliance**

- Ensure privacy and confidentiality are upheld at all times.
- Maintain records required for audit and regulatory purposes.

### **Competencies**

- Quality, problem solving, professionalism.
- Customer service, safety and security, motivation.
- Oral communication, attendance/punctuality, teamwork.
- Initiative, ethics, quantity.
- Judgement, dependability, planning and organising.

### **Knowledge, Skills & Experience**

- Minimum 2 years' administration and governance/board support experience.
- General understanding of finance data entry (MYOB experience desirable).
- Strong Microsoft Office skills (Word, Excel, Outlook; Office 365 advantageous).
- Demonstrated experience in database management.
- Excellent written, proofreading, and minute-taking skills.
- NFP or community sector experience highly regarded.

### **Attributes**

- Flexible, self-motivated, and enthusiastic.
- Professional presentation and work ethic.
- Strong problem-solving and multi-tasking ability.
- Positive, proactive, and team-oriented.
- High attention to detail.

### **Attitude**

- Commitment to Childhood Cancer Support values and ethos.
- Genuine desire to support families impacted by childhood cancer.
- Friendly, compassionate, and service-focused.

To contribute as a valued team member of Childhood Cancer Support.

Successful performance will be monitored and based on achieving all the tasks as indicated above to a high standard for the organisation.



## Organisational Values and Standards

Childhood Cancer Support focuses on building support pathways for families affected by childhood cancer.

It is expected that all staff members will contribute to realising the Childhood Cancer Support's Mission, Vision and Values for the support of families.

Childhood Cancer Support values personal qualities such as teamwork, flexibility, innovation, commitment and dependability. The organisation insists upon the maintenance of workplace ethics and at all times staff must remain loyal to the organisation, the Central Committee of Management and colleagues and ensure confidentiality in all matters.

The following signatures are required to indicate understanding, agreement and approval of the Position Description.

Agreed: .....

Dated: .....

Administration & Governance Support Officer

Approved: .....

Dated: .....

General Manager