

POSITION DESCRIPTION LEAD ADMINISTRATION OFFICER

A. Overview of organisation

Refugee Legal is an independent community legal centre specialising in refugee and immigration law, policy and practice. Refugee Legal has been assisting asylum seekers, refugees and disadvantaged migrants in the community and in detention for over 38 years and has substantial casework experience and expertise. Refugee Legal's work involves the provision of key legal assistance to those who could not otherwise obtain it due to financial and other forms of distinct disadvantage often related to their cultural or linguistically diverse backgrounds or experiences of torture or trauma.

B. Position Summary

The Lead Administration Officer will play a key role in a dynamic team environment, providing accurate, timely and high-quality administrative assistance to support Refugee Legal's daily operations. This position involves core administrative tasks, including answering calls from clients, handling emails and other inquiries, as well as supervising frontline administration staff. The Lead Administration Officer must be adaptable and thrive in a fast-paced environment, effectively managing tasks under pressure.

The Lead Administration Officer, together with the frontline administration team, will be the first point of contact for enquiries from clients, students, Continuing Professional Development (CPD) participants, sector stakeholders and the general public.

This position reports to the Business Manager or designated staff member.

C. Duties and Responsibilities

Reception duties

- Answer phone calls promptly, handle client and general queries by telephone, email or in person, take relevant details for telephone advice queries, and oversee the administration emails.
- Warmly welcome clients and other visitors, determining their needs and ensuring that these are met in an efficient and friendly manner.

Supervision

- Assign duties and responsibilities to frontline administration staff.
- Supervise frontline administration staff and volunteers in their roles, ensuring ongoing oversight and monitoring of their work.
- Review work undertaken, including data entry, to ensure accuracy and check and correct where necessary.
- Assist with the induction, orientation, and continuous training of frontline administration staff.
- Serve as the primary point of contact for the frontline administration team regarding any questions in relation to the administration teams duties and responsibilities.

General administration

- Handle day-to-day data entry of information into file and database systems to ensure accurate and prompt recording of client and administrative matters.
- Assist with client follow-up, including organising appointments and booking of interpreters.
- Open and close files as required, including archiving of client and administrative files.

Refugee Legal:
Defending the rights
of refugees.

**Refugee & Immigration
Legal Centre Inc.**

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ARBN 660 326 778

Incorporated in Victoria, Members' liability limited.

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General administration (cont.)

- Prepare and distribute general office correspondence, general information about Refugee Legal services or internal procedures.
- Update, maintain and implement processes and procedures related to administration functions.
- Process all incoming and outgoing mail, including engagement with courier services.
- Photocopy and scan office documents and other relevant forms as required.
- Be a first point of contact for staff and volunteer IT support.
- Provide administration support for Refugee Legal Monday night service, weekend special clinics, weekday clinics, and other Refugee Legal programs.
- Supervise the office environment, including auditing, ordering, and replenishing office supplies, equipment and amenities.
- Maintain the room booking, IT device and security access pass registers.
- Provide administrative support to solicitors as required.
- Attend fortnightly staff meetings, and other internal meetings as required.
- Other duties as required.

D. Selection Criteria

Essential attributes

- At least three years of experience working in an administration role in a legal or community not-for-profit sector.
- Demonstrated experience in carrying out a variety of day-to-day office administration tasks.
- Demonstrated ability to supervise staff and their duties.
- Excellent organisational and time management skills, with the ability to set priorities, manage workload, work under pressure, and meet deadlines with limited supervision.
- Highly developed telephone, written, oral communication and interpersonal skills, with a focus on providing strong customer service.
- An understanding of the importance of and adherence to confidentiality.
- Experience and demonstrated ability to work both independently and as part of a team in a community-based organisation.
- Proficiency in a range of computer applications, including Outlook, Word, Excel, and databases.

Desirable attributes

- An interest in refugee, migration, social justice and/or human rights issues.
- Experience in and demonstrated ability to deal effectively and appropriately with people from diverse cultural and linguistic backgrounds.

E. Employment Conditions

- **Location:** This is an onsite role located at Level 5, 333 Exhibition Street, Melbourne or other locations where required.
- **Hours:** Full time position. (Flexibility in relation to work times is essential.)
- **Conditions:** Salary for this role will be commensurate with experience. Salary packaging benefits are also available. The position is full-time for a one-year period. There will be a 6-month probationary period. Refugee Legal is an Equal Opportunity Employer.
- **Application Process:** written applications must address the selection criteria and be received by 10:00am Monday 15 June. Applications should be addressed to "The Executive Director", marked "Private & Confidential", and sent by email to linda@refugeelegal.org.au .