

# Position Description



<b>Position:</b>	<b>Administration Support Officer</b>
<b>Team:</b>	Quality and Practice Team
<b>Reporting Line</b>	Business Partner, Quality and Safeguarding

## Role Purpose

### Role Purpose – Administration Support Officer

The Administration Support Officer is a valued member of the Quality and Practice Team, providing comprehensive administrative support across all areas of MLV. This role contributes to the efficient operation of the organisation by delivering high-quality administrative services, supporting key business functions, and assisting both the Executive Team and Leadership Team in achieving organisational objectives.

The position is responsible for coordinating and undertaking a broad range of administrative tasks, maintaining accurate records and documentation, supporting organisational systems and processes, and assisting with the implementation of business initiatives. The Administration Support Officer works collaboratively with teams across MLV to ensure administrative activities are completed efficiently, consistently, and in accordance with organisational requirements.

A key component of the role is developing and maintaining a broad understanding of MLV's systems, processes, services, and operational practices. This knowledge enables the Administration Support Officer to provide effective support, respond to enquiries, facilitate information sharing, and contribute to continuous improvement initiatives across the organisation.

Through a proactive, professional, and customer-focused approach, the Administration Support Officer supports the delivery of high-quality outcomes, promotes operational effectiveness, and contributes to achieving MLV's strategic and operational goals.

## Key Responsibilities

### Administrative & Business Operations Support

Delivers high-quality administrative and operational support, including reporting, document preparation, stakeholder coordination, mail management, and event logistics, to ensure efficient day-to-day business operations.

### Procurement, Facilities & Resource Management

Manages procurement, inventory, and supply processes in line with organisational policy, while overseeing venue coordination, MOUs, and facilities to support service delivery requirements.

### Financial Administration & Governance

Administers financial processes including expense reimbursements and corporate credit cards, ensuring accurate record-keeping, compliance, and accountability.

### Workforce Compliance & Employee Lifecycle Support

Monitors and maintains workforce compliance requirements and employee records, while supporting recruitment, onboarding, contract preparation, and personnel administration.

## **Training Coordination & Workforce Development**

Coordinates staff training and development activities, maintaining accurate records of qualifications, certifications, and compliance to ensure workforce capability and regulatory adherence.

## **Quality, Compliance & Systems Management**

Maintains accurate client and organisational records, supports audit preparation (including NDIS), and ensures all systems and documentation meet legislative and organisational standards.

### **Demonstrate MLV's agreed behaviours in all facets of work:**

- Give it a go, step in
- Take responsibility
- Build capacity and capability
- Reward and Challenge
- Seek to understand.

## **Specific Measures of Success**

- Administrative tasks are completed accurately, efficiently, and within required timeframes.
- Reports, contracts, correspondence, and other documentation are prepared to a high standard with minimal errors.
- Employee and client records are maintained accurately and securely, in accordance with organisational requirements.
- Documentation is filed, uploaded, and retrievable within required systems.

## **Key Competencies**

### *Skills*

- Demonstrated ability to manage multiple tasks, priorities, and deadlines simultaneously.
- Strong organisational and time management skills with a high level of attention to detail.
- Ability to maintain accurate records, documentation, and filing systems.
- Proven ability to coordinate meetings, bookings, events, travel arrangements, and administrative processes.
- Strong written communication skills and experience preparing clear, well-structured correspondence, reports, contracts, and organisational documents that suit a variety of audiences.
- Strong verbal communication skills and the ability to communicate effectively with team members, leaders, external providers, and stakeholders.
- Ability to build and maintain strong professional relationships across all levels of the organisation.
- Ability to work independently while also contributing effectively as part of a team.
- Intermediate to advanced computer skills, including proficiency in Microsoft Office applications, particularly Word, Excel, Outlook, and Teams.
- Ability to learn and effectively utilise organisational systems, databases, and customer relationship management (CRM) platforms such as SupportAbility.

- Experience maintaining electronic records and managing digital documentation.

### *Experience*

1. Certificate III or IV in Business Administration, Business, Human Resources, Community Services, or a related discipline, or equivalent experience would be of benefit, but not required.
2. Previous experience in an administrative support role.
3. Experience working with confidential records and compliance-based documentation.
4. Experience within the disability, community services, health, or not-for-profit sector would be advantageous.

### **Other requirements**

- All staff must have a satisfactory Police Check, NDIS Worker Safety Screening and Working with Children Check.
- This role involves frequent outreach. As such, an employee must hold a current Driver's Licence and reliable vehicle.