

Administration Officer POSITION DESCRIPTION

Introduction

Hotel Etico Australia was established in Mount Victoria in 2020 based on a proven international model. Hotel Etico provides paid employment and independent living skills training to young people with disabilities through its Academies of Independence, currently in Leura and Canberra.

Trainees participate in a 12-month program that builds independence through hands-on experience across hospitality departments and supported living in the Academy of Independence. Hotel Etico empowers individuals while challenging community perceptions about disability and employment.

We are a registered charity, certified social enterprise, and NDIS provider.

Position Purpose

The Administration Officer provides high-quality administrative support to ensure the efficient operation of Hotel Etico's academy and organisational functions. A key focus of the role is coordinating trainee recruitment, intake, and onboarding, including managing enquiries, maintaining accurate applicant and trainee records, supporting communication with families and referrers, and facilitating a professional and well-organised enrolment experience. The role also supports administrative systems, documentation, scheduling, and cross-team coordination. The position contributes to a professional, inclusive, and well-managed environment for trainees, staff, families, carers, and external stakeholders.

The position is Full Time.

Key Relationships

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Accountability	Reports to the Chief Operating Officer
Direct Reports	Nil
Internal Relationships	CEO, COO, Head of Independence Program, Head of Training, Head of Industry Employment, Compliance Manager, Academy staff, Trainers, Industry Job Coach, and broader leadership and operations teams
External Relationships	Trainees, graduates, families, carers, schools, support coordinators, disability service providers, Inclusion Employment Australia partners, employment partners, suppliers, and other stakeholders as required

Essential Skills & Experience

- Demonstrated experience in administration or office support, preferably in disability, education, training, hospitality, or community services
- Experience supporting recruitment, intake, onboarding, admissions, or stakeholder coordination processes
- Strong organisational and administrative skills, with excellent attention to detail and the ability to manage competing priorities

- Experience maintaining accurate records, databases, files, and administrative systems with a high degree of confidentiality
- Well-developed written and verbal communication skills, with the ability to communicate clearly and professionally with a broad range of stakeholders
- Strong interpersonal skills and the ability to work collaboratively across teams while providing responsive support to trainees, families, carers, and referrers
- Proficiency in Microsoft 365 and other administrative systems, with the ability to learn new systems quickly
- Strong capability in coordinating schedules, documents, meetings, and routine administrative processes
- Commitment to inclusion, professionalism, continuous improvement, and high-quality service

Key Areas of Responsibility

Trainee Recruitment and Onboarding

- Coordinate trainee recruitment, intake, and onboarding administration to ensure a professional, timely, and welcoming experience for applicants and their families
- Manage enquiries from prospective trainees (EOIs), families, carers, schools, and referrers, ensuring information is accurately recorded and followed up
- Coordinate interviews, information sessions, tours, assessments, and onboarding activities with relevant internal teams
- Prepare, collect, track, and maintain application forms, supporting documents, consent forms, onboarding paperwork, and related records
- Maintain accurate applicant and trainee records and communication logs to support visibility and continuity throughout the intake process
- Liaise with families, carers, schools, support coordinators, and internal teams to support effective entry into the program
- Identify and escalate delays, incomplete information, or process issues, while contributing to continuous improvement

Ongoing Trainee Administration Support

- Maintain trainee schedules, including rostering meetings with Inclusion Employment Australia partners around trainee's training and work commitments
- Review trainee timesheets and leave requests for payroll approval
- Support trainee shift rostering in collaboration with the Trainer and relevant operational teams
- Maintain accurate trainee attendance records, ensuring all systems are consistently up to date

Staff Recruitment, Onboarding and Offboarding

- Provide administrative support to the Leadership Team across staff recruitment, onboarding, and offboarding processes

Administration, Records and Systems Support

- Maintain accurate and current records, files, contact lists, data registers, and administrative systems in line with organisational requirements
- Support document control, data entry, filing, scanning, and information management processes with accuracy and confidentiality
- Provide administrative support for onboarding, trainee records, program documentation, and other routine coordination tasks

- Provide professional and responsive support to trainees, families, carers, staff, and external stakeholders
- Provide basic IT support to staff and trainees (emails, apps, etc)
- Liaise with internal teams to gather, update, and share administrative information that supports operations and program delivery
- Identify and escalate administrative issues, process gaps, or delays, while contributing to continuous improvement

General

- Represent Hotel Etico professionally in all interactions with trainees, families, staff, partners, and the broader community
- Maintain confidentiality and handle sensitive information with discretion and professionalism
- Contribute to the continuous improvement of administrative systems, processes, and service delivery
- Work in accordance with Hotel Etico's values, strategic direction, policies, and commitment to inclusion
- Maintain health and safety standards for self and others
- Undertake other reasonable duties as directed by the COO and CEO

EMPLOYEE AGREEMENT

Name: _____

Date: _____

Signature: _____