

# Job description

## Administration Officer

### Key information

<b>Team</b>	Organisation Support
<b>Classification</b>	Level 4, Social, Community, Home Care and Disability Services (SCHADS) Award
<b>Full-time equivalent (FTE)</b>	Between 0.6 FTE (22.8 hours per week)
<b>Hours</b>	Must be available for core hours on Tuesdays. Flexible within our standard span of working hours between 7:30 am and 6 pm local time
<b>Location</b>	Work from home There may be occasional work from a shared office location in your capital city, and interstate travel may be required at times.
<b>Reports to</b>	Organisation Support Manager
<b>Direct report(s)</b>	None

### Who we are

Inclusion Australia is the national representative organisation for people with an intellectual disability and their families. We have been working strategically, with passion and dedication, for more than 70 years.

We work closely with people with an intellectual disability and families and with our state member organisations. Our vision is that people in Australia with an intellectual disability and their families have their rights respected and have the same opportunities as everyone else.

### The purpose of this job

As Administration Officer, you will support financial, administrative, and operational functions across the organisation.

You will also be involved with documenting operational processes, creating accessible guides for colleagues with intellectual disabilities (e.g. step-by-step guides), undertaking general admin tasks, and providing peer support to other admin staff.

You will use your strong attention to detail, communication skills, and ability to work independently as well as part of the Organisation Support team.

This job description is a guide to your main duties; it is not a complete list of everything you need to do in your role. In addition to the items below, you may need to perform additional duties that are within your role and skill level.

## Key responsibilities

### Operational Process & Documentation:

- Learn and map key operational processes, as directed by the Organisation Support Manager.
- Develop ways of explaining these processes, and how to do them, clearly and accessibly for colleagues with an intellectual disability.
- Learn about and support the rollout of OH&S processes.
- Support the creation and maintenance of equipment, training and compliance registers using Excel.

### Administrative Support

- Provide administrative support to the administration coordinator, Organisation Support Manager, and team members as needed, including staff with an intellectual disability.
- Assist in the preparation and distribution of internal and external communications.
- Manage email inboxes.
- Draft and proofread emails and other documents.
- Manage and update calendars, including scheduling virtual meetings and appointments.
- Organise and file virtual documents, ensuring proper version control.
- Assist in the creation and maintenance of reports as required.
- Create, monitor and complete work tasks using ClickUp.
- Assist in the preparation of presentation slides.
- Liaise with internal and external stakeholders professionally
- Create and amend documents and emails using Easy Read.
- Assist with other administrative or operational tasks as required.
- Create surveys (using ClickUp/RIX/Microsoft Forms).

### Inclusion & Team Support

- Assist in the preparation and planning of work plans for the Admin Support Officer.
- Support the Admin Support Officer to learn new tasks and complete their daily work plan.
- Provide inclusion support as needed to team members.

## Selection criteria

### Experience

You have:

- Delivered a range of business administrative tasks to a high standard
- Experience using project management software, ideally ClickUp
- Previous experience in providing 1:1 support
- Experience preparing and delivering training sessions, presentations, or workshops
- Knowledge/experience in HR, operations, or organisational support.

It would be an advantage if you have experience working remotely.

### Knowledge and skills

You have:

- Excellent organisational skills & attention to detail.
- Excellent general written and oral communication skills, including plain English and familiarity with Easy Read
- Strong computer literacy, including Microsoft Office (especially Teams)

You can:

- Problem-solve constructively, using your judgement and escalating when needed
- Work productively and flexibly as part of a team and independently
- Create professional reports and presentations
- Adapt your communication style to different stakeholders
- Explain complex tasks in clear and accessible ways
- Travel interstate for meetings and conferences.

### Interests and motivations

You are interested in:

- Human rights, social justice, and inclusion.
- Being involved in meaningful work that makes a difference.
- Actively being part of a passionate and diverse team who work remotely across Australia.
- Sharing your knowledge generously and recognising the value in learning from others.

You may also have personal or close experience in working with people with an intellectual disability.

## Qualifications and licences

You must have a:

- Police Record Check.
- Current employment, Working with Children Check at all times (or equivalent in your state or territory).
- Completed NDIS Commission's Worker Orientation Module certificate

It would be an advantage if you have a university or TAFE qualification in Business Administration or a related field.