
JOB TITLE	Office Manager (1.0 FTE)
DATE	July 2026
REPORTS TO	Chief Executive Officer
LOCATION	164 Burswood Road, Burswood WA 6100
AWARD	Level 6 Social and Community Services (WA) Interim Award. Salary packaging available

POSITION DESCRIPTION

Position purpose The Office Manager is responsible for the management of CARAD office administration and operations support, working closely with internal and external stakeholders.

The Office Manager has significant skills and experience in office administration, with excellent IT skills and financial literacy, who is capable of independently designing, implementing, and managing administrative systems and processes.

Main tasks

Core objectives include:

Office Management:

- Ensuring the safe and effective daily operations of our office environment to undertake a range of administrative tasks including reception, managing phone, email, and mail communications, liaising with relevant contractors and suppliers, implementing, and maintaining document management and quality control systems – including CARAD databases and online accounts, and archiving.
- Maintain and monitor the Risk Register and workplace health and safety inspections.

Information Technology:

- Supporting staff and volunteers with access to SharePoint sites, setting up new users and basic IT training. Undertake website and social media edits, Mailchimp newsletters, Microsoft Dynamics and Office suite.
- Liaise and work with external IT support team to resolve issues.

Support to Chief Executive Officer, Program Managers and Board:

- Provide administrative support to Chief Executive Officer, Program Managers, and Board (through the Chairperson and Secretary) including program communications, meeting scheduling, collating, and disseminating reports, managing policy and procedures documentation, and planning for annual general meetings.
- Review and update policies and procedures as required in conjunction with the Chief Executive Officer and Board.

Human Resource Management

- Managing administrative processes for staff onboarding, maintaining employee records, exit processes and compliance.
- Provide security access to new staff and maintain asset register. Support bookkeeper with payroll, leave and staff reimbursements.

Financial Management

- Maintaining electronic and manual financial records, including donations, memberships, events and fundraisers and petty cash in collaboration with our external bookkeeping service.
- Utilise accounting software to generate invoices and reports and reconciling bank accounts. Assist with the annual financial audit preparation. Review account coding and monthly financial reports to ensure budget compliance.

The above list is not exhaustive and the role may change to meet the overall objectives of CARAD.

Other Duties

- Fulfil other duties as required by the Chief Executive Officer

Required qualities

- Excellent communication skills
- Professional approach
- Ability to work under pressure
- Organisational and time management skills
- Excellent attention to detail

Desired competencies

- Office administration
- ICT skills
- Financial literacy and administration
- Solutions-focused

SELECTION CRITERIA

Qualifications

- A qualification in Administration or relevant field

Experience

- Demonstrated experience working in a high-level administrative role
- Experience working with CaLD clients and colleagues, including asylum seekers, refugees and detainees is desirable.

Skills & competencies

- Highly developed written communication, financial literacy and business administration skills
- Highly developed information technology skills in MS Office 365, preferably with experience working with SharePoint, online databases (Dynamics) and accounting software (Xero)
- Excellent organisational, time management and problem-solving skills with attention to detail
- Strong verbal communication and interpersonal skills with clients, volunteers, and staff from culturally and linguistically diverse backgrounds
- Desire to work within a team to contribute to the successful delivery of community programs
- Able to handle multiple issues concurrently and work well under pressure

Other requirements

- National Police Check
- Working with Children Check
- Demonstrated understanding of and commitment to CARAD's purpose to provide advocacy and support for people who are seeking asylum, refugees or detainees, living in Western Australia as well as its values of social justice, independence, respect, flexibility, compassion, and collaboration

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related

tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee Name

.....
Signature

.....
Date

SIGNED BY CHIEF EXECUTIVE OFFICER

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Chief Executive Officer Name

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Signature

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Date