

Position Description

Position Title	Office Administrator
Position Status	Full-time 6-month maximum term
MEA Classification	Victorian Community Legal Centres Multi-Enterprise Agreement 2024-2027 Social and Community Services Employee, Level 3
Position Reports to	Office Manager
Position Supervises	Nil
Date Reviewed	July 2026

About Women's Legal Service Victoria

Women's Legal Service Victoria (Women's Legal) is a specialised and state-wide organisation that has been providing legal services and support to women since 1982. Informed by our feminist practice, we improve the legal system for victim-survivors of family and sexual violence through our integrated legal service, capacity building, advocacy and law reform. Our vision is for women and non-binary people to live free from violence and discrimination in a gender equitable society.

Women's Legal is an employer of choice, providing an inclusive, flexible, and supportive environment for our staff to thrive. We welcome women and non-binary people across all career stages, and we recognise the many roles played by women in their families and communities. We are committed to supporting women and non-binary peoples' participation in employment through building skills and knowledge for those looking for a change, and valuing the diverse expertise brought into our organisation.

About our Operations Team

Our Operations Team is a diverse and dedicated group that looks after the organisation's people & culture, finance, administration and data and evaluation of our services. The team's goal is to provide support to the entire organisation, ensuring seamless functioning and success. We focus on collaboration and work cohesively to optimise processes, manage resources and facilitate decision making.

Position Overview

Working in a team with other Office Administrators, the position will play a key role in ensuring the efficient functioning of the office by providing high level administrative support

across organisational areas. This position is critical to maintaining seamless operations and enabling effective coordination of resources, systems, and processes.

This role will contribute to the organisation's strategic advocacy priorities and outcomes.

Key Responsibilities

1. Administrative Support

- Manage client appointment bookings using Acuity scheduling platform and Outlook calendars;
- Data entry including Action Step entries (legal practice management software); CLASS entries (legal data management software);
- Manage team member onboarding and offboarding and asset management;
- Provide support of key administrative platforms such as Acuity and LastPass;
- Support the creation of monthly lawyer rosters to ensure effective coordination of lawyer availability and operational requirements;
- Pay invoices, claim grants of aid in ATLAS & manage Trust account transactions;
- Book barristers/locums for briefs as requested;
- Assist with procurement of office supplies and equipment; and
- Assist with ad-hoc operational requirements and administrative tasks across organisational areas as needed.

2. Reception

- Answer reception overflow calls and provide leave cover as required;
- Answer general email queries received in Admin inbox; and
- Manage shared spaces, facilities & meeting rooms.

3. General

- Contribute to a healthy, productive group culture where work practices, decision making, and behaviour reflect Women's Legal's intersectional feminist philosophy and values; and
- Perform other duties as directed and necessary for the proper performance of the role.

Key Selection Criteria

4. Skills, Knowledge, and Behaviour

- Well organised, with strong attention to detail and accuracy;
- Confident and mature telephone manner, able to deal with difficult subject matter calls;
- Strong ability to handle confidential matters;
- Strong administration skills with advanced knowledge of MS Office Suite;

- Ability to prioritise competing tasks and meet deadlines;
- Excellent verbal and written communication skills;
- A positive attitude with a willingness to be flexible, particularly whilst working in an environment of change;
- Able to build rapport with a diverse group of people;
- Exceptional customer service skills; and
- Proactive/ self-managed approach to daily tasks

5. Qualifications and Experience

- Extensive experience (2-3 years as a minimum) in an office environment with exposure to reception and broad administration duties;
- Experience in administration support within a legal or not for profit setting is desirable; and
- Experience working with women experiencing family violence will be highly regarded.

Values and Behaviours

Everyone who works at Women's Legal plays an important role in upholding our ethics outlined in the Code of Conduct and living our values. Together, we are:

Authentic: We are honest and accountable. We seek to learn from our successes and failures.

Collaborative: We value and actively foster involvement of a diversity of views, experiences and expertise to work together to achieve better outcomes.

Courageous: We take the challenging path to learn, grow and achieve our strategy.

Inclusive: We actively listen and ensure that marginalised voices are centred in every forum we create.

Purposeful: Our work leads us to achieve our strategy. We invest in learning and continuous improvement to achieve our impact.

Intersectional Feminist Framework

Our intersectional feminist framework helps us understand that while gender inequality drives family and sexual violence, people's experiences are also shaped by other systems and power structures like racism, culture, class and disability.

In action, our intersectional feminist framework means:

- we listen first
- we are trauma-informed
- we support the whole person
- we work as a team

- we keep learning
- we target our services to those who need it most
- we challenge unfair systems
- we share power and stay accountable

Workplace Health and Safety Obligations

All staff have a responsibility to always display and promote safe actions in the workplace including:

- Participating in the development of a safe and healthy workplace;
- Complying with instructions given for their own safety and health and that of others, in adhering to safe work procedures;
- Cooperating with management in its fulfilment of its legislative obligations. Taking reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- To report any injury, hazard or illness immediately, where practical to their supervisor;
- Not place others at risk by any act or omission; and
- Not wilfully or recklessly interfere with safety equipment.

National Criminal History Check

All successful candidates will be required to produce a national criminal history check prior to the commencement of their employment.

Disclosure of a criminal record does not necessarily preclude appointment by Women's Legal, but if needed, we invite applicants to address this issue early in the application phase. Should a criminal record disclosure be advised by a candidate, Women's Legal will endeavour to provide clarity over whether the conviction would preclude a candidate from being able to carry out the position duties.

Please note, non-lawyers employed by Women's Legal Service Victoria are required to comply with Section 121 of the Legal Profession Uniform Law.

Equal Opportunity Employer

We are committed to creating a safe, inclusive, and respectful workplace. We recognise our work benefits greatly from the unique knowledge, skills, and expertise of individuals with diverse experiences, those with lived experience of family violence, including women and non-binary people who are Aboriginal and Torres Strait Islander, with disability, from migrant, refugee, and racially marginalised backgrounds. If this is you, we strongly encourage you to apply.

Women's Legal relies on an exception under the *Equal Opportunity Act* to employ women and non-binary people only.