

Position: Administration Assistant

NPYWC Program: Administration Services

Employment Details: Full time

Location: Alice Springs

Base Salary: \$82,403.20 - \$87,064.91 (negotiable based on experience) with additional benefits

What we do:

We are an Anangu-led organisation, governed by women's law, authority and culture. We deliver health, social and cultural services for all Anangu.

Our Values:

We believe in the strength of Anangu people, culture, and the collective agency of women. We are dedicated to delivering more and better choices for our communities. We are committed to Malparara way – a cross cultural practice framework specific to NPYWC that respects the contribution Anangu and non-Indigenous people, working alongside each other, bring to the organisation

We are a trauma-informed organisation and this guides our work.

Your Team:

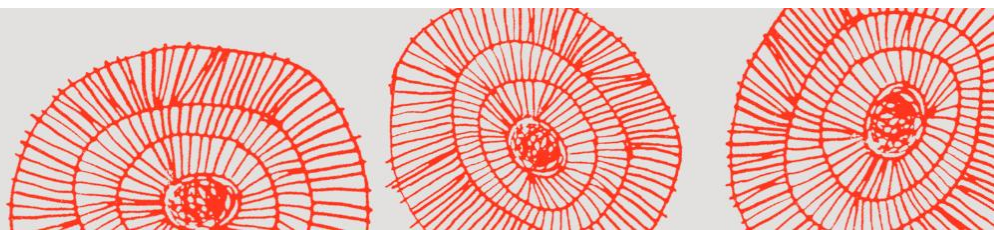
The Administration Services team is responsible for delivering operational excellence and providing high-quality administrative support to employees and clients of NPY Women's Council (NPYWC).

Administration Services is part of the Business Support function and includes Administration, Travel and Accommodation, Fleet, and Property and Vehicle Maintenance.

Your Role:

The Administration Assistant reports directly to the Administration Services Team Leader. The role supports a broad range of functions, including reception, travel and accommodation bookings, administration of the Emergency Relief Program, and other administrative duties as required.

This role provides opportunities for growth and career development while working in a team that values collaboration, creative thinking, flexibility, and wellbeing.



Your Responsibilities:

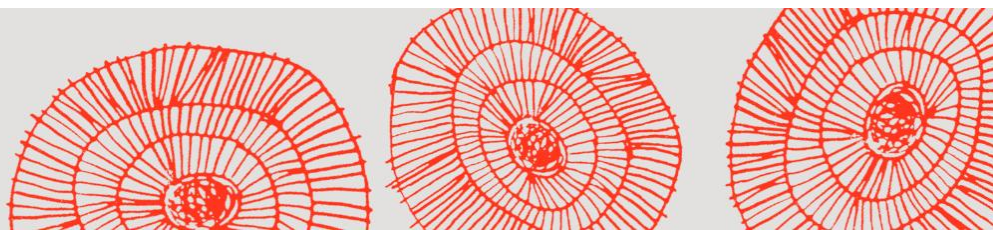
- Welcome visitors at reception, notify staff of arrivals, and respond to general enquiries.
- Answer incoming calls, respond to enquiries, transfer calls, and take clear and accurate messages.
- Administer travel and accommodation bookings for staff, including liaising with external accommodation providers, raising purchase orders, and entering booking details into the database.
- Provide information to clients and callers, including referrals to relevant services where appropriate.
- Issue and maintain the register of NPYWC keys.
- Administer emergency assistance to members through NPYWC's Emergency Relief Fund and liaise with relevant service providers as required.
- Select, pack, and freight online and wholesale orders when required.
- Take minutes at meetings as required.
- Complete daily mail tasks, including collecting mail from the Post Office, logging incoming and outgoing mail, and distributing incoming mail.
- Update the NPYWC internal staff contact list and external contact and mailing lists on a regular basis.
- Monitor and replenish office supplies, including stationery, postage, and kitchen supplies.
- Coordinate bookings for the NPYWC conference room, including room setup, maintaining supplies, daily locking, and arranging catering when required.
- Complete monthly checks and restock NPYWC Alice Springs staff accommodation, including liaising with contractors as required.
- Ensure the kitchen is maintained in a clean and tidy condition.
- Perform other administrative duties as required.

Skills and Experience:

- Ability to understand the needs and issues facing a diverse range of people including clients, colleagues, management, government and other agencies.
- General understanding, or willingness to learn, of current issues relating to working and living in remote Aboriginal communities.
- Experience working with Anangu, or people for whom English is their second language.
- Ability to problem-solve and use your own initiative.

Qualifications:

- A current Australian Driver Licence is desirable but not essential.
- A qualification in Business Administration, Customer Service, or a related field is desirable but not essential.



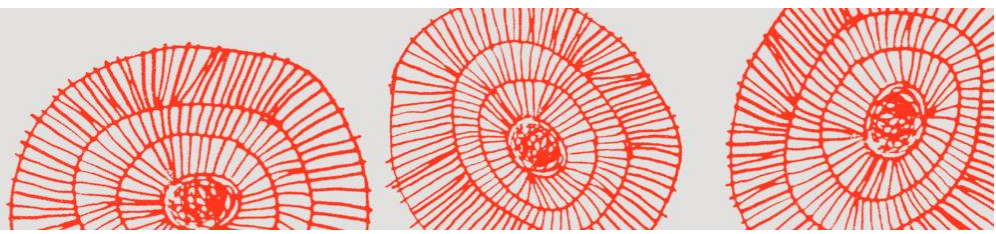
- Confidence and experience in using computer systems.
- An organised work style with attention to detail and a commitment to completing tasks.
- Demonstrated ability to work in a busy environment, staying calm under pressure and working with minimal supervision.
- Ability to make decisions within guidelines.
- Flexibility and ability to multi-task.
- Ability to think outside the square and find solutions to problems.
- Understanding of confidentiality requirements.

Remuneration:

- Base Salary: \$82,403.20 - \$87,064.91 per annum
- Plus 12 % Superannuation
- 5 weeks' annual leave with 17.5% leave loading
- Generous Additional Leave Entitlements
- Salary Packaging Benefits
- Retention Bonus (if employed for more than 12 months)

Employment Conditions:

- Work in a manner consistent with NPYWC Values, Code of Conduct, Rules and advocacy positions.
- Follow and work within NPYWC policies and procedures.
- Be responsible and accountable for your own and others health, safety and wellbeing.
- If applicable, the employee will provide the highest standards of service to clients at all levels by modelling service excellence that meets the needs of clients and enhances the profile of NPYWC.
- Some positions will require working in remote communities for extended periods and out of hours' work requiring overnight absences.
- Remote positions include accommodation. Usually this is stand-alone accommodation, however from time to time, based on accommodation and service delivery demands, this situation may change and staff may be required to co-share a NPYWC leased or owned property.
- Every employee is required to have (or willing to obtain) a current and valid criminal history check, and if applicable, a Working with Children Check.
- We require some remote based and travelling staff to have a current Australian driver's licence.
- We require some remote based and travelling staff to be able to operate a manual 4WD vehicle or have a willingness to undertake training.
- All employees are required to have a First Aid certificate or have a willingness to undertake First Aid training.



- A good level of health and fitness that matches the requirements of the role is required. If necessary NPYWC may require an employee to undergo a pre-employment medical assessment.

We are committed to building a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.

All information will be held in the strictest of confidence.

To find out more about this position, please contact HR Services on 08 8958 2329 visit <https://www.npywc.org.au/jobs/> for more information about the role and what it's like to work for us.

ACKNOWLEDGEMENT FOR RECEIPT OF POSITION DESCRIPTION

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Employee Name (Please Print)

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Employee Signature

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Date