



Expanding Ideas; Creating Change

POSITION DESCRIPTION

Position:	Administration Officer
Reports to:	Operations Manager
Status:	Maximum term part-time contract until 30 th June 2027, with possibility of extension subject to Government funding
Hours:	45.6 hrs a fortnight (up to 60.8 hrs dependent on funding)
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee Level 4

About Community Resource Unit (CRU):

Community Resource Unit (CRU) exists to create and promote positive change so that people with disabilities can belong to and participate in community life.

Our mission is to inspire, challenge and equip people to embrace ideas, to take action and build a movement for change.

CRU's values are Inclusion, Diversity, Relationships, Courage, Imagination, Wisdom, and Choice.

We encourage applications from people with lived experience of disability or close personal relationships with people with disability. We warmly welcome applications from Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds and members of the LGBTIQ+ community.

Purpose of Position:

The Administration Officer plays a key role in supporting the various project teams and the organisation's senior staff to deliver project outcomes. The role includes coordinating event preparation and delivery, developing and maintaining project resources, responding to information requests, distributing information, and providing administrative support for project reporting.

Based at the organisation's office in South Brisbane, this position is also responsible for providing a welcoming reception and hospitality service, delivering day-to-day administrative support to the team, and maintaining office equipment and administrative systems. Induction, training, and ongoing support will be provided to support success in the role.

Key Responsibilities for the Administration Officer:

Area	Description
Office Reception	Welcome and respond to visitors, emails and phone calls in a warm and welcoming manner, providing general information and accurately conveying messages. Assist with room set up and catering requests for meetings and events as needed.
General Office Administration Support	Maintain office systems for efficient and effective work practices. Provide administrative support to the team, including tracking intake requests, managing project database, files and records, minutes, and office and workshop supplies. Oversee coordination of shared calendars and sharing of information with team. Ensure project resources and equipment are kept in functional condition. Provide administrative support as required to the CRU Operations Manager, CEO and other CRU team members.
Event Support	Lead event preparation and management under direction from the project team and work with the project team to resource external presenters. Support in the development of project promotions (flyers, emails, and on website). Effectively use event-management systems like Humanitix and/or in-house systems for registrations. Manage bookings of venues, catering, accommodation, and travel. Take a lead in providing event-related communications – participant confirmations, sign-in sheets, name tags, workshop folders, liaison on dietary and support requirements. Produce workshop materials and pack equipment and resources. Work with other Admin Officers to assist with event preparation as required.
Office Information Technology Support	Maintain and acquire knowledge in basic computer functioning in order to be able to assist with troubleshooting. Provide assistance to staff around AV technology and setup. Effectively use online platforms including Humanitix, Zoom, Survey Monkey and Canva. Maintain and implement a working knowledge of Microsoft Office Suite and share knowledge with project members and other CRU staff. Extract data and produce reports using MS Access. Maintain knowledge and ensure accessibility in all CRU documents in a range of formats and contribute to website audits and updates. Liaise with website contractors around website issues and maintenance.

Key responsibilities for all CRU staff:

Area	Description
Organisational activities	Work collaboratively with the CEO, team members and Board to further evolve the work of CRU. Work is prioritised to complete tasks when required. If tasks cannot be completed as planned, negotiations are initiated to reach mutually acceptable outcomes. The employee will work as a team member to nurture and sustain a spirit within the organisation that is consistent with CRU's mission and values.
Quality compliance and improvement	Contribute to ensuring CRU's compliance with standards and quality systems as part of ongoing accreditation. Contribute to the continuous improvement of the organisation by identifying opportunities for improvement.
Policy compliance	Adhere to the requirements of CRU's policies and procedures.
Workplace health & safety	Be aware of and ensure that WH&S policies and procedures are fully complied with.
Risk management	Take all necessary steps to control and minimise risk when undertaking activities on behalf of CRU.

Key selection criteria:

1. Demonstrated experience in independently planning, prioritising and organising administrative support to meet deadlines.
2. Demonstrated experience in event management including communications, logistics coordination, preparation of materials and resourcing.
3. Excellent communication skills (written and verbal) with the ability to communicate warmly and effectively with all people including people with disability and their families.
4. Proven capacity to work both independently and collaboratively as part of a small team.
5. Well-developed computer literacy and confidence and capability in using systems and technology including Microsoft Office Suite. The ability to grasp new systems and programs quickly.
6. Demonstrated commitment to social justice values and principles that uphold the value, inclusion, and human rights of people with a disability.

Specifications

- The successful applicant will be required to produce or apply for NDIS Worker Screening Check and Working with Children Check.
- The role will usually be based at the South Brisbane office – office hours are 9am till 5pm (Tues – Fri). Please note your availability in your cover letter.

Your Application:

The application is to include all the following:

a) A short cover letter which outlines your abilities and experience in relation to the role.

b) A resume/curriculum vitae

Including the names, positions and telephone numbers of at least two referees who can comment on your competency in regard to the requirements of the position. Referees will only be contacted after an interview.

Due by: 9am Monday 3rd August 2026

If you have any questions about the position, please contact Laura Mugaba at operations.manager@cru.org.au, using the subject line: Administration Officer enquiry via EthicalJobs.