

Administration Assistant

Youth Coalition of the ACT & Families ACT

Location: O'Connor, ACT (on-site)

Hours: Full-time, 35 hours per week

Contract: Fixed term to 26 February 2027

Classification: SCHADS Award, Level 3

About Us

The Youth Coalition of the ACT is the peak youth affairs body in the Australian Capital Territory, representing and promoting the rights, interests and wellbeing of approximately 78,000 young Canberrans aged 12 to 25 and those who work with them.

Families ACT is the peak body supporting 41 member organisations working with children and families across the ACT, advocating for systemic change and building sector capability through collaboration, learning and knowledge exchange.

Our two organisations share an office and work closely together, and this role will provide administrative support across both, during an exciting period of growth for both organisations.

About the Role

We're looking for an organised, personable and proactive Administration Assistant to join our small administration team. Together, you'll be the friendly face and steady hand behind our day-to-day operations — you'll support both organisations across reception, office administration and event coordination, and be a first point of contact for visitors, members and stakeholders.

This is more than a "keep the lights on" role — you'll have real scope to improve how we do things. Working alongside the Office Manager, you'll be encouraged to identify better ways of working, help document procedures, and support the implementation of administrative systems that will serve both organisations as they continue to grow.

You'll work closely with staff across both organisations and regularly liaise with a diverse range of people — young people, community organisations, government representatives, Ministers' offices and sector leaders — so a warm, professional and adaptable communication style is essential.

Key Responsibilities

The key responsibilities of the role include:

- Support with the day-to-day operation of the office environment, ensuring shared spaces and facilities are welcoming, safe and well-maintained

- Be a first point of contact for phone, email and in-person enquiries, alongside the Office Manager
- Prepare, format and distribute documents, correspondence and meeting materials as directed
- Assist with coordinating facility hire bookings, inductions and related records
- Support in planning and delivering meetings, training sessions, forums and events, including registrations, catering and logistics
- Help maintain accurate organisational records, spreadsheets and filing systems
- Work with the Office Manager to identify opportunities to improve administrative systems, and help document and implement new processes.
- Contribute to a collaborative and supportive team culture across both organisations

Required Skills

Essential

- Demonstrated experience in administrative, reception, office management or customer service roles
- Strong organisational skills, with the ability to manage competing priorities and work autonomously
- High-level written and verbal communication skills, with the ability to tailor your style for different audiences
- Excellent time management and attention to detail
- A welcoming, people-first approach with strong emotional intelligence
- Discretion and professionalism in handling confidential information
- Proficiency in Microsoft Office 365, and confidence learning new systems and tools
- A genuine commitment to integrity, relationship building, equity, social justice and innovation

Desirable

- Experience in the not-for-profit, community, health or youth sectors
- Experience providing executive or secretariat support, such as meeting scheduling, agenda preparation or minute taking

- Experience using project management software such as Asana or similar

Selection Criteria Questions

In your cover letter, please respond to the following

1. **Organisation and competing priorities** — Describe a time you had to manage multiple competing priorities in a busy office environment. How did you organise your workload, and what was the outcome?
2. **Stakeholder communication** — This role involves communicating with a wide range of people, from young people to government representatives. Give an example of how you've adapted your communication style for different audiences.
3. **Discretion and confidentiality** — Tell us about a time you handled sensitive or confidential information. What steps did you take to ensure it was managed appropriately?
4. **Initiative and process improvement** — Describe a time you identified an inefficient process or system in your workplace and took steps to improve it.
5. **Supporting a manager in a small team** — This role works closely with and reports to our Office Manager. Give an example of how you've supported a manager or supervisor while also using your own initiative in a small team.

Good to know

- This role is based on-site in O'Connor, ACT — remote or hybrid work is not available
- This is a fixed term contract (6 months). Immediate Start preferred
- Occasional work outside standard hours may be required to support meetings or events
- Some travel within the ACT may be required
- You'll need a current (or ability to obtain) Working With Vulnerable People registration
- You'll need a driver's licence and access to a personal vehicle
- You must have the right to work in Australia

Why join us?

You'll be part of two small, values-driven organisations doing meaningful work for young people, children and families across the ACT. Working alongside as part of a small team, you'll have real ownership over how our administrative systems evolve as we

grow. It's a role where your ideas and initiative will genuinely shape how we operate. We also offer a higher hourly rate reflecting our 35-hour work week, free on-site parking, and generous above-Award leave provisions.

How to Apply

To be considered for this opportunity, please submit your resume including two referees and a maximum two-page cover letter addressing the selection criteria, your administration experience, and your interest in joining the Youth Coalition of the ACT and Families ACT. Applications close on Sunday 2nd August 2026.

The successful candidate will be required to obtain and maintain a current Working With Vulnerable People (WWVP) Registration.

Interviews are scheduled to take place on 18th and 19th August 2026. *Only shortlisted candidates will be contacted.*

For more information or questions please contact

Kylie Denny

Office Manager

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The Youth Coalition of the ACT and Families ACT are equal opportunity employers. We encourage applications from Aboriginal and Torres Strait Islander people, people with disability, people from culturally and linguistically diverse backgrounds, and LGBTIQ+ people.