



POSITION DESCRIPTION

Position number	Position #1237
Position title	Administration Officer
Division/team	Workplace and Community Education Team
APS level	APS4
Location	Sydney (fully remote arrangement considered)
Reports to	Team leader, Workplace and Community Education
Employment status/type	Full time / part time Non-ongoing (12 month parental leave cover)
Full-time equivalent (FTE)	1.00

About the Australian Human Rights Commission

The [Australian Human Rights Commission](#) works towards an Australian society in which human rights are respected, protected and promoted and where every person is free and equal in dignity and rights.

The Commission's key functions include:

- Access to justice: We help people to resolve complaints of discrimination and human rights breaches through our investigation and conciliation services.
- Fairer laws, policies and practices: We review existing and proposed laws, policies and practices and provide expert advice on how they can better protect people's human rights. We help organisations to protect human rights in their work. We publish reports on human rights problems and how to fix them.
- Education and understanding: We strengthen understanding, acceptance and public discussion of human rights. We deliver workplace and community human rights education and training.
- Compliance: We are the regulator for positive duty laws requiring employers and others to proactively address sexual harassment, sex discrimination and other unlawful conduct.

About the Workplace and Community Education Team

The Workplace and Community Education Team fulfils the Commission's statutory obligation to provide human rights education. We do this through the development of educational resources for the community, engagement with schools, and delivery of a workplace training program.

The Team sits within the Projects, Partnerships and Education Division which leads the Commission's work on community and NGO engagement, human rights education, international engagement (through technical cooperation programs, engagement with other





national human rights institutions and United Nations engagement) and partnerships with key government, industry and civil society organisations.

Purpose of the position

As Administration Officer you will play a key role in ensuring the smooth-functioning of the Workplace and Community Education team. In this varied role, you will be the first point of contact for community members seeking information about available human rights education resources, and for agencies inquiring about our workplace training programs. You will manage workplace training contracts, licence agreements, training invoices and payments. You will administer our Learning Management System (LMS) and keep track of data on our activities and impact. You will provide logistical support for workshops and manage travel and accommodation bookings for team members.

Key responsibilities

Customer Service & Inbox Management

- Monitor shared team inboxes, ensuring timely, accurate and professional responses in accordance with mailbox management procedures provided
- Respond to enquiries regarding training services, including workshops and eLearning offerings
- Develop and maintain standardised email templates for frequently asked questions to support consistent communication

Training Coordination & Service Delivery

- Respond to requests for fee-for-service training, including workshops and eLearning licensing
- Prepare training contracts and eLearning licensing agreements using approved templates
- Provide logistical support for training delivery, including venue bookings, catering, materials and printing when needed
- Book travel and accommodation using the Commission's travel system

Learning Management System (LMS) Administration

- Provide user support for the LMS, including troubleshooting access, permissions and technical issues, and escalating where required
- Administer course setup and maintenance, including content uploads, updates and configuration
- Support system functionality through basic configuration and language updates
- Liaise with system vendors to resolve technical issues and support system improvements





Financial & Contract Administration

- Create sales order requests to support invoice generation
- Monitor invoice processing and payment status
- Liaise with Finance and Legal teams to support contract execution and resolve billing issues

Records Management & Data Integrity

- Accurately file and categorise correspondence to ensure automated report data quality
- Maintain records and documentation in line with organisational requirements (including SharePoint)
- Update administrative procedures and handbook documentation when processes change

Reporting & Data Management

- Maintain tracking systems and report on workshop participation, elearning enrolments and completions, training feedback, revenue data, output and indicator data Prepare quarterly and annual reports
- Provide ad hoc reporting and data analysis as required

Digital Content & Systems Support

- Use tracking system to maintain version control of eLearning content
- Maintain website content update tracker and provide basic website content updates using content management systems (e.g. Squiz)
- Support continuous improvement of digital systems and administrative processes

Key relationships

Internal	External
Workplace and Community Education Team	Members of the public
Legal team	Training clients including government, non-government, and corporate agencies
	LMS users

Key capabilities and role requirements

Australian Public Services (APS) Capability Profile

[APS4 Capability Profile](#)

Professional knowledge and skills

- Excellent organisational and administrative skills including:
 - technology/computer skills including Learning Management System (e.g. Totara LMS)
 - financial management skill
 - data management skills





- ability to set priorities and meet deadlines.
- Knowledge of Microsoft Office suite
- Understanding of contemporary human rights issues within Australia (desirable).

Experience, qualifications and accreditations

- Experience providing administrative support with minimal supervision
- Experience developing, streamlining, and documenting administrative processes in a team environment.

Relationships and interpersonal skills

- Excellent presentation, relationship building, and stakeholder management skills.
- Ability to work collaboratively and operate as an effective team member.

Communication

- Excellent written and verbal communications skills, including the ability to:
 - communicate with members of the general public
 - liaise with senior representatives from government, civil society and business – as well as their Executive assistants
 - communicate sensitively and effectively with people from a range of backgrounds.

Other requirements

- Complete the Commission's mandatory training modules and attendance at workshops
- Comply with the Commission's policies and procedures
- Adhere to the [APS Values, APS Code of Conduct and Employment Principles](#)
- Adhere to Work Health and Safety employee obligations and duties
- Demonstrate the ability to fulfill the requirements of the role in an impartial and respectful manner as required by the APS Code of Conduct
- Uphold the integrity and independence of the Australian Human Rights Commission

Working at the Commission

The benefits of working at the Commission

Everyone at the Commission contributes to our goal of an Australian society in which human rights are respected, protected and promoted and where every person is free and equal in dignity and rights. By working with us, you can help to make Australia a better and fairer society for all.

We are passionate about what we do and that passion energises our workplace. You will be part of a friendly, professional, diverse and committed team working together to improve people's human rights.

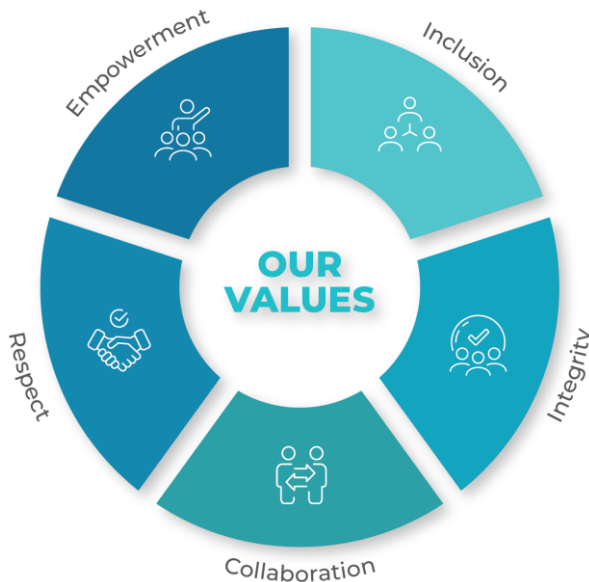
Your benefits will include: flexible work options; APS remuneration including generous 15.4% superannuation and leave entitlements; learning and development support; a modern office environment with a 4-star green building rating; and wellbeing support. As part of [working in the APS](#) you will have broader opportunities to learn and develop your career. For more information visit [APS EVP Statement](#).





We are committed to a diverse and inclusive workforce that reflects the Australian community. To find out more visit [Life at the Commission](#).

Our values



We seek people who support and model the values and behaviours we promote in our workplace.

How to apply

Go to <https://humanrights.gov.au/about/jobs>. For further information visit our website for [application guidelines and eligibility](#).

RecruitAbility applies to this position. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the position if you choose to apply under the scheme; declare you have a disability; and meet the minimum requirements for the job.

For more information visit: <https://www.apsc.gov.au/recruitability>

Acknowledgement

I have reviewed this position description and accept the requirements and responsibilities of my role. I also commit to performing my role in accordance with the Commission's values, APS values and employment principles. I understand my role may change as agreed between me and my supervisor on a temporary or regular basis according to the needs of my Team and/or Division. If I have any questions regarding my role or responsibilities assigned to me, I will discuss them with my immediate supervisor in the first instance.

I also understand my performance will be assessed in accordance with my position description and duties assigned to me within my annual performance agreement.

Employee Name	Signature	Date





Australian
Human Rights
Commission

Human rights: **everyone, everywhere, everyday**



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humanrights.gov.au



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We acknowledge the Traditional Custodians of Country throughout Australia, and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and future.