Position Description

The Smith Family
Learn today, change tomorrow.

General Information	
Position Title:	Indigenous Youth Leadership Program Administration Support Officer
Team/Program and Function:	Indigenous Youth Leadership Program
Location(s):	Flexible
Manager's Position Title:	Indigenous Youth Leadership Program Manager
Date Prepared:	16 September 2026
Prepared By (Position Title):	Indigenous Youth Leadership Program Manager
Approved By (Position Title):	Group Manager, Community Programs & Delivery

Primary Purpose of this Position

To provide reliable day-to-day administrative support to the IYLP team that keeps records, processes, communications, meetings and logistics accurate, organised and up to date. This role will also engage with educators, stakeholders and students to support the IYLP team.

Scope

Direct Reports (by position title)	Indirect Reports (total number)
• Nil	• May supervise volunteers where allocated

Financial Dimensions Controlled by this Position

Direct control	Indirect control
• N/A	• May monitor expenditure and provide information or recommendations to the Program Manager.

Other Dimensions of this Position

- Provides routine administrative support to the Program Manager and IYLP team using established procedures, templates and systems
- Work autonomously to identify and resolve minor issues
- Engages with local stakeholders primarily for routine information, follow-up, bookings and document collection
- The nature of tasks is determined by the team and may change in response to program priorities.

Setting Priorities

How often does this position prioritise, schedule, and manage their workload?	Daily
How often does this position prioritise, schedule, and manage the workload of others?	N/A

Key Relationships

Internal	• IYLP Program Manager • IYLP team • Finance, Procurement, Travel and Business Information Services

	• Other relevant program and administration teams
External	• Suppliers and travel providers for routine bookings and follow-up • Schools, students and families for approved routine communication and document collection • Other stakeholders as directed

Key Decision Making in this Position:
Decisions Expected
Decisions made independently: • Prioritisation of workload • Apply established procedures, templates and systems • Resolve straightforward administrative issues and correct routine data or document errors **Decisions made with approval:** • Escalate exceptions, unclear requests and sensitive matters
Recommendations Expected
• Practical improvements to administrative processes and templates • Creative solutions to issues that may arise • Identification of missing information, overdue actions, data issues or process risks • Options for routine bookings or purchases within approved requirements.

Key Responsibilities / Accountabilities:	
Major Area: Records, Systems and Document Administration	**% of Job Total: 40%**
Enter, update and check the participant, school, application and activity information in approved systems, spreadsheets and registers.	
Maintain orderly electronic records and file correspondence and documents using agreed conventions.	
Prepare standard letters, forms, packs, lists and reports from approved templates.	
Track missing information and follow up routine documentation as directed.	
Support data quality checks and correct straightforward errors	
Monitor shared inboxes and direct enquiries to the appropriate team member.	
Handle personal and sensitive information in line with privacy and confidentiality requirements.	
Respond to straightforward enquiries using approved information and templates	
Major Area: Finance, Travel, Event and Logistics Administration	**% of Job Total: 30%**
Process invoices, purchase requests, expense documentation and reconciliations in line with approved processes.	
Arrange routine travel, accommodation, venue and meeting logistics as directed.	
Maintain booking and supplier records and follow up confirmations.	
Support event administration including lists, packs, registrations, mail-outs and document collation.	
Escalate budget, supplier, travel or approval issues outside delegated authority.	
Suggest practical improvements that reduce duplication and improve administrative efficiency.	

Major Area: Team, Meeting and Communication Support	% of Job Total: 30%
Manage meeting bookings, agendas, papers, routine minutes and action lists.	
Maintain team registers, schedules, contact lists and action trackers.	
Respond to straightforward enquiries using approved information and templates.	

Key Challenges in Achieving Goal(s):

- Managing a range of routine tasks and deadlines while maintaining accuracy.
- Knowing when a matter is outside established procedures and must be escalated.
- Handling confidential participant and family information appropriately.
- Supporting a geographically dispersed team and periods of higher workload around applications and events.
- Responding with initiative to changing priorities

Qualifications, Experience and Competencies:

	Essential	Desirable
Education/ Qualifications/ Memberships:	• Nil	• Certificate in business administration or a related field.
Experience:	**Essential**	**Desirable**
	• Experience in administration, customer service, office support or a similar role, or demonstrated ability to quickly learn routine administrative processes. • Experience maintaining accurate records and managing routine deadlines • Experience using Microsoft Outlook, Word and Excel.	• Experience working in a community, education, youth or not-for-profit setting. • Experience working with Aboriginal and Torres Strait Islander students, families and communities. • Experience with invoice processing, travel bookings, shared inboxes or event administration.
Competencies:	**Essential**	**Desirable**
	• Good attention to detail and organisational skills. • Clear and respectful written and verbal communication. • Ability to exercise initiative when applying procedures • Ability to work collaboratively and seek guidance when required. • Ability to handle confidential information appropriately • Confidence learning databases and other systems. • Ability to meet all child safety and screening requirements.	• Experience with participant or customer relationship management systems.

Every Team Member at The Smith Family:

- Is expected to uphold The Smith Family's values and culture;
- Understands and complies with the Child Protection Framework;
- Complies with work, health and safety systems, and takes reasonable care for the health and safety of self and others;
- Reports injuries, hazards and incidents and participates in risk management as required;
- Understands and supports The Smith Family's commitment to reconciliation.