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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	Administration Officer
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	DCEO / CEO
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	The Administration Officer supports the smooth day-to-day operations of the organisation by providing high-quality administrative, accounts, and HR support. This includes assisting Finance, HR, and Executive teams with clerical tasks, managing organisational accounts and registrations, and ensuring culturally safe and professional engagement with community, staff, and external stakeholders.
MINIMUM SKILLS REQUIRED:	Certificate III or above in Business Administration, HR, or Finance, or demonstrated experience in a similar administrative support role.

POSITION SUMMARY

This position is responsible for supporting multiple corporate functions across administration, finance, and human resources. The Administration Officer manages supplier accounts, supports HR administration, maintains records, provides executive and reception support, and contributes to an organised and welcoming office environment. The role is integral to supporting internal workflows, compliance, and communication within the organisation.

RESPONSIBILITIES

Administration and Office Coordination

- Provide day-to-day administrative support to the Corporate Services, Finance, and Executive teams
- Answer phones, greet visitors, manage general email and postal correspondence
- Maintain filing systems and records in accordance with privacy and confidentiality requirements
- Coordinate bookings, meetings, appointments, and staff travel as required
- Ensure common areas, meeting rooms, and office supplies are maintained

HR Support

- Support HR staff with record keeping, filing, onboarding documents, and compliance registers
- Assist in scheduling interviews, preparing employment contracts, and managing staff credential tracking
- Maintain confidentiality of HR records and sensitive staff information
- Support new staff orientation logistics (e.g. ID cards, IT access, welcome packs)

Accounts and Registrations

- Manage and maintain records of organisational registrations, memberships, and subscriptions (e.g., AHPRA, APHRA, PRODA, PHN Portals, medical software licenses, training platforms)
- Assist Finance team by processing invoices, checking account balances, and preparing payment requisitions
- Reconcile petty cash and monitor service provider accounts (e.g. Telstra, utilities, equipment leases)
- Maintain and update supplier databases and registration documents for grant compliance

Communication and Support

- Distribute internal communications, memos, and notices as directed
- Draft and format general correspondence, meeting minutes, and reports
- Coordinate logistics and catering for staff events, training sessions, and Board meetings
- Act as a key point of contact for day-to-day supplier and stakeholder enquiries

MEETINGS

- Attend and contribute to administration and corporate services team meetings
- Take minutes or notes at relevant meetings when delegated
- Provide secretariat support to the Executive and/or Board as needed

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Administration Support	≥90% of assigned tasks completed within deadlines
HR Documentation	100% of HR files updated and stored in line with policies
Accounts Management	Organisational registrations and supplier accounts current at all times
Communication	Positive feedback from internal teams on responsiveness
Compliance	No overdue or lapsed memberships or registrations

PROFESSIONAL DEVELOPMENT

- Participate in training related to administration, HR systems, accounts/payroll, and cultural safety
- Maintain knowledge of relevant platforms (e.g. Xero, MYOB, SharePoint, Communicare, MMEx, etc.)

ESSENTIAL SKILLS AND EXPERIENCE

- Proven experience in administrative, accounts, or HR support roles
- Strong organisational, written, and verbal communication skills
- Competency in Microsoft Office and basic finance/accounting software
- Understanding of the importance of cultural safety and Aboriginal community protocols
- Ability to manage confidential information and competing priorities
- High level of accuracy and attention to detail

MANDATORY REQUIRMENTS

- Certificate III or higher in Business Administration, Human Resources, or equivalent experience

- Current First Aid and CPR Certificate
 - Evidence of cultural awareness training or willingness to complete
 - Current National Police Check
 - Current Working with Children Check or equivalent clearance
 - Current Driver's Licence
 - Compliance with all organisational policies and procedures
 - Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.
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SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____