



Position Description

POSITION:	Administration Officer
REPORTS TO:	Centre Manager
DIRECT REPORTS:	N/A
LOCATION:	Surry Hills, Sydney
HOURS OF WORK	Permanent Full time (72 hours per fortnight)
CLASSIFICATION:	Grade 3, Welfare Rights Centre Ltd Enterprise Agreement 2008
Salary:	\$81,175 p.a – \$87,049 p.a+ super +generous salary packaging options
DATE PD APPROVED:	May 2025

ROLE PURPOSE:

The Administration Officer's primary role is to assist in managing the day to day running of Welfare Rights Centre under the supervision of the Centre Manager, implement and maintain systems for the efficient running of the Centre, undertake reception duties and assist with supervision of volunteers.

KEY ACCOUNTABILITIES & MAIN ACTIVITIES

Centre operations and ICT

- Track and procure office supplies, equipment and furniture within budget.
- Maintain and set up ICT equipment (including phones), troubleshoot ICT issues and liaise with ICT provider.
- Organise office repairs and maintenance as required.
- Under supervision of Principal Solicitor, archive legal documents
- Assist with operational projects
- Update databases and website

Reception Duties

- Answer reception phone calls
- Manage and action reception inbox
- Collect and log mail
- Send appointment reminders

Payroll and Payments

- Maintain timesheet templates.
- Process invoices for approval.
- Maintain filing and record keeping systems.

Human Resources

- Provide administrative support for recruitment and induction of new employees and volunteers.
- Induct new employees and volunteers into ICT systems.

Internal and external communications

- Book dates and venues and organize catering for small internal and external events and meetings.
- Undertake Centre rostering, calendar maintenance and zoom bookings
- Liaise with suppliers

Volunteer Program

- Assist with recruitment, induction, training, engagement and support of volunteers. Supervision of the volunteers is shared with other staff

Governance

- Book venues/set up online meetings for Board and subcommittee meetings
- Provide administrative support for Annual General Meeting
- Provide administrative support to accreditation processes as required
- Draft and maintain office procedures relating to ICT systems and file management, for review by Centre Manager.

General duties

- Work collaboratively with colleagues.
- Comply with organisational policies and procedures.

- Fulfill personal obligations for workplace health and safety.
- Participate in performance development activities such as training and performance reviews.
- Participate in organisational planning initiatives.
- Show initiative in identifying needs of and opportunities for the Centre.
- Act ethically.
- Work in alignment with the ethos and values of the Centre.
- Undertake other duties within the scope of this role as required.

QUALIFICATIONS & EXPERIENCE

No formal qualifications are required however, the Office Administrator must have:

- At least 2 years' experience in an administrative role;
AND
- Experience volunteering or working in a community legal centre; OR
- Experience volunteering or working in a legal setting; OR
- Experience volunteering or working with socially and economically disadvantaged people.

Selection criteria:

Essential

- Demonstrated capacity to implement and maintain administrative systems, including email, filing, computer, web and telecommunication systems.
- Ability to work independently, take initiative and meet deadlines.
- High level computer literacy including proficiency in MS Office Suite with a focus on Word, Outlook and Excel
- Experience in case management or customer relationship (CRM) databases
- Excellent verbal and written communication skills, including ability to take minutes of meetings.
- Ability to work well in a small team.
- Appropriate experience:
 - At least 2 years' experience in an administrative role;
AND
 - Experience volunteering or working in a community legal centre; OR
 - Experience volunteering or working in a legal setting; OR
 - Experience volunteering or working with socially and economically disadvantaged people and a demonstrated commitment to achieving social justice.

Desirable

- Experience with Actionstep
- Experience with CiviCRM
- Experience working with volunteers