



## Position Description

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**JOB TITLE:** Office Administrator

**JOB TYPE:** Part-time/ Permanent, 4 days per week

**CLASSIFICATION:** Level 3, Community, Home Care and Disability Services Industry (SCHCADS) Award 2010

**REPORTS TO:** Executive Director for matters relating to administration.  
Principal Solicitor for matters relating to volunteers and administration of client files.

**PURPOSE OF THE POSITION:**

The Office Administrator's primary role is to manage the day to day running of the Welfare Rights Centre, supervise the volunteers on the administration shift, develop, implement and maintain systems for the efficient running of the Centre and maintain the Centre's IT systems.

**MAIN DUTIES/RESPONSIBILITIES:**

The duties and responsibilities of the Office Administrator are as follows:

1. General administrative duties including:
  - a) Management of incoming and outgoing communication to the Centre;
  - b) Procurement of office supplies and equipment, with some autonomy I expenditure decisions subject to budget;
  - c) Low level bookkeeping duties;
  - d) Scheduling meetings and taking minutes; and
  - e) Maintaining the office IT equipment or liaising with our IT service where required.
2. Maintaining in Outlook calendar the Centre's rosters and appointment allocations;
3. Supervision of volunteers and performing their duties when there are insufficient volunteers;

4. Rotate with the Intake Officer the performance of reception duties, including supervision of volunteers performing reception duties;
5. Responsibility for archiving of legal and financial documents and maintaining the office archiving systems;
6. Liaising with and maintaining relationships with contracted services including financial and IT services;
7. Negotiation of new contracts under supervision of Executive Director;
8. Coordination of office re-organisation, repairs and renovations; and
9. Drafting and editing Centre policies and procedures associated with the responsibilities of the role.

**Qualifications & Experience:**

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

**Selection criteria:**

1. Demonstrated ability to maintain key office systems, including email, filing, computer, web and telecommunication systems.
2. Ability to work independently, take initiative and manage own workload.
3. High level computer literacy skills including in Excel and capacity to become expert in the use of the database CLASS.
4. Excellent verbal and written communication skills.
5. Experience in supervising volunteers and working collaboratively with others in a small team.
6. Appropriate experience:
  - a) At least 2 years' experience in an administrative role;  
AND
  - b) Experience volunteering or working in a community legal centre; OR
  - c) Experience volunteering or working in a legal setting; OR
  - d) Experience volunteering or working with socially and economically disadvantaged people.
7. Demonstrated commitment to achieving social justice.