

Role Profile

Position	
Position Title	Administration Officer
Business Unit/Program	Operational Services
Relationships	
Reports to:	Program Manager - Administration
Direct reports:	NA
Purpose of the Position	
The Administration Officer will support the Local Area Coordination (LAC) and Early Childhood Early Intervention (ECEI) teams with day to day program operations, customer enquiries, administration support, participant scheduling and quality data collection and management	
Key Responsibilities <i>(the following description of responsibilities is not exhaustive and may include others as directed from time to time)</i>	
Service Delivery	<ul style="list-style-type: none"> • Provide high quality administrative support to managers as required including minute taking and file management • Maintain data recording processes to ensure relevant data is collected, collated and analysed against key organisational and contractual Key Performance Indicators • Update and maintain relevant program databases • Coordinate individual and group based scheduling, monitoring and workflow status for participants • Scheduling and coordinating meetings, events, travel, accommodation etc. • Assist individuals, families, carers and community with information to further understand the NDIS ECEI and how it applies to them • Respond to enquiries for information and support in a respectful, professional and confidential manner • Establish and maintain effective working relationships with key stakeholders • Supporting and participating in the implementation of program plans
Governance, Compliance and Quality Control	<ul style="list-style-type: none"> • Ensure familiarity, understanding and abide by Intereach policies and procedures as outlined in the Employee Handbook • Contribute towards policy development • Keep up-to-date with changes in government legislation, in relevant areas of responsibility • Identify and implement improvements to operational processes and procedures to enhance program functions • Maintain confidentiality
People and Culture	<ul style="list-style-type: none"> • Participate in regular team meetings to discuss progress, issues, planning and professional development • Participate in supervision

	<ul style="list-style-type: none"> • Participate in training and development relevant to the role • Actively develop and maintain supportive relationships with all staff 		
Financial	<ul style="list-style-type: none"> • When incurring expenses on behalf of Intereach, ensure this falls within budgetary guidelines 		
Work, Health and Safety	<ul style="list-style-type: none"> • Understand and comply with WH&S policies and procedures and legislative requirements • Communicate with WH&S representatives and supervisors, particularly regarding hazards in the workplace • Participate in programs to improve risk management, including health and safety within the workplace 		
Organisational	<ul style="list-style-type: none"> • Develop and maintain effective relationships with key stakeholders • Champion the values and principles of Intereach within all aspects of our work • Become familiar with all programs across the business • Actively promote Intereach services and programs within the broader community • Liaise with other Intereach teams/services in order to achieve maximum benefit from resources within the organisation 		
Core Competencies			
Core Competencies (As defined in the Intereach Code of Conduct Framework)	Intereach Value	Competency	Level Required
	Leadership	Communicating with impact	1
		Focus on results	1
	Partnership	Managing relationships	1
		Working as a team	1
	Social Justice	Acts courageously	1
Respects and values differences		1	
Selection Criteria			
Essential	<ul style="list-style-type: none"> • Demonstrated experience in providing high level administrative support • Excellent customer service skills with a commitment to providing a high quality standard of service • Highly developed written, verbal and interpersonal skills with demonstrated ability to build positive working relationships • Excellent time management skills and the ability to identify and lead improvements and efficiencies within a busy office and service environment • Strong computer literacy skills with the capacity to work within data management systems and the Microsoft Office Suite • Proven ability to work autonomously and as part of team and to enhance positive workplace culture 		

Desirable	<ul style="list-style-type: none"> • Qualifications in Business Administration or similar
Mandatory Requirements	
Essential	<ul style="list-style-type: none"> • Current drivers licence • Current Criminal Record Check or willingness to undergo check
Acknowledgement of receipt and understanding of the Role Profile	
Name	
Signature	
Date	