

Position Description

Job Information

Position Title	Administration Officer
Business Unit	Various business units
Type of Employment	Full Time/Part Time
Reports To	Director of business unit
Responsible For	N/A

Job Summary

The Administration Officer will support the business unit Director and Team by providing high-level administrative services. The role involves coordinating team operations, managing documentation systems, and ensuring the smooth delivery of administrative and planning functions to support the team's business and services effectively.

Key Areas of Responsibility

Business Unit Support

- Proactively coordinate, manage, and maintain diaries, schedule meetings, and screen telephone calls and emails to ensure availability of relevant documentation and information.
- Manage travel bookings, room bookings, catering, AV requirements, setup, and cleanup for meetings and events.
- Provide administrative support, including preparation of meeting materials, drafting meeting notes, engaging with stakeholders, and preparing for meetings, events, and workshops.
- Develop and maintain effective systems and protocols to manage the business unit.
- Prioritise and ensure that reports, business papers, and correspondence are dealt with efficiently and promptly.
- Prepare high-level correspondence, briefs, and discussion papers for internal and external working groups and committees

General Administrative Duties

- A range of administrative support tasks that may include greeting guests, taking messages, meeting coordination, and coordinating courier services.
- Supporting records management, CRM testing, and continuous improvement when system changes are implemented.
- Assisting with updates to website content and documentation systems.
- Providing backup support for team members when required.

Stakeholder Engagement

- Foster, develop, and maintain collaborative relationships with relevant internal and external stakeholders.
- Assist stakeholders with complex enquiries and compliance requirements.
- Ensure key stakeholders work effectively through relevant and contemporary By-Laws, Policies, and Terms of Reference.

Experience/Qualifications

Minimum

- Demonstrated competency in Microsoft Office Suite (e.g., Word, Excel, and PowerPoint).
- High attention to detail, integrity, and professionalism.
- Excellent written and oral communication skills with the ability to engage effectively with stakeholders.
- Proven problem-solving mindset to address customer needs and operational processes.
- Demonstrated willingness to adapt to change, embrace new challenges, and maintain a learning mindset in a dynamic work environment.

Desirable

- Experience working in an administrative environment or clear demonstrated capabilities.
- Familiarity with Adobe Acrobat, Microsoft Dynamics CRM, SharePoint, and other relevant software or the ability to quickly learn and adapt.
- Experience coordinating and administering meetings, events, or workshops.

Competencies

Core Competencies

Competency	Definition
Our Values	Promotes and embodies our values in what we do and how we behave
Holistic Approach	Works in the best interests of APC
Team Oriented	Promotes co-operation and interactions. Values differences among team members and can manage work groups with diverse influences
Achievement Orientated	Identifies and accomplishes challenging objectives or personal goals.

Mandatory Functional Competencies

Competency	Definition
Communication	Takes the initiative to communicate accurate, up-to-date plans and information. Expresses thoughts clearly, both verbally and in writing. Listens and understands the views of others.
Time Management	Manages responsibilities in a timely and efficient manner.

Competency	Definition
Effective Relationships and Engagement	Forges productive, cooperative relationships. Understands and responds to others' needs and priorities.
Cultural Awareness	Understands and promotes our path to reconciliation
Diversity and Inclusion	Recognises and values diversity of people, ideas and cultures.
Quality & Professionalism	Maintains high work standards and takes personal responsibility

Job Specific Competencies

Competency	Definition
Stakeholder Management	The ability to demonstrate concern for satisfying external and/or internal stakeholders
Attention to detail	Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved.
Flexibility	Recognises and responds to unanticipated events and requirements.
Planning and Organising	Establishes a course of action for self and/or others to accomplish a specific goal
Responsiveness to Requests	Maintains APC reputation as a responsive organisation

Position 'Effort' Estimate

Main Function	Estimated Effort (%)
Business Unit Support	50%
General Administrative Duties	40%
Stakeholder Engagement	10%
TOTAL	100%