

Coordinator Administration

Team	Inclusion
Location	Statewide
Manager	General Manager Inclusion

Purpose

The purpose of this position as Coordinator Administration is to lead the Administration team in providing professional administrative support across all Inclusion services.

Responsibilities

- Lead and manage the Administration team, providing direction and support, coaching and performance management.
- Oversee, identify and address opportunities to continually improve administrative processes related to client/customer service provision, collaborating with relevant AQ teams.
- Ensure coverage of reception areas /phone lines and maintenance of reception and program spaces by administration staff to ensure cleanliness and client-centred, professional presentation of the physical environment with a welcoming first point of contact for clients and staff.
- In collaboration with Managers and the Marketing team facilitate the review and distribution of service information, manage mail-outs, review website updates, prepare and distribute correspondence.
- Ensure Administration team maintains accurate client database records and data collection.
- Ensure administration support is provided to Inclusion staff members to organise staff travel and accommodation requirements, credit card reconciliations, and sourcing, ordering and payment of resource purchases.
- Liaise with relevant senior staff to coordinate cross-team administration activities and tasks, including organising team professional development days.

- Contribute as a member of the organisation-wide administration team, providing support and collaborating on administrative process improvement projects.
- Liaise closely with Managers re service specific operational requirements.
- Liaise closely with CSS to ensure a seamless transmission of information and tasks that improve the customer journey and improve efficiencies in the intake and onboarding of clients and customers.
- In consultation with relevant internal stakeholders, develop, document and provide training in consistent AQ-wide administration procedures and workflows.

Key Performance Indicators (KPIs)

- Effective leadership, development and performance management of direct reports is evidenced by team performance, productivity and service outcomes.
- Efficient and effective scheduling and utilisation of administration officers to meet team and organisational requirements.
- Team meetings are conducted regularly, minuted and outcomes addressed in a timely manner.
- Reports and input for service delivery, submissions and performance reports are provided as required and on time.
- Workflow, system and process improvements are identified, developed and implemented consistently and effectively.
- Written, verbal, and interpersonal communications and correspondence are professional, customer-focused and handled promptly with appropriate sensitivity and confidentiality.
- Highly effective collaboration and consultation with AQ professionals and management, ensuring services align with AQ principles, best practice and evidence-informed research.
- Acting in alignment with AQ's Vision, Mission and Values with a strategic approach to the development and improvement of Autism Queensland services.

Requirements

Qualifications:

- Minimum qualification of Certificate III in Business.

Experience:

- Experience in an administration role with leadership responsibilities.

Skills knowledge & capabilities:

- Proven effectiveness in developing, documenting and implementing efficient workflow, system and process improvements.
- Demonstrated strong attention to detail.
- Demonstrated high level verbal, interpersonal and written communication skills.
- Proven organisational and time management skills working both independently and as a member of a team.
- Demonstrated numeracy skills with experience in financial administration.
- Demonstrated customer service orientation and solutions-focused approach.
- Intermediate to advanced proficiency in Microsoft Office suite - Outlook, Word, Excel and Adobe Acrobat.

Additional requirements:

- NDIS Worker Screening Clearance and Blue Card (WWCC paid workers)
- Certificate of Completion in NDIS Worker Orientation Module “Quality Safety and You”
- Current, recognised Provide First Aid including CPR qualification

Last Reviewed	8/07/2025
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