

Administration Officer

Team	Inclusion
Location	Sunnybank Hills
Manager	Coordinator Administration

Purpose

The purpose of this position as Administration Officer is to provide professional administrative support to the Inclusion Team.

Responsibilities

- Schedule services with consideration of both customer and staff needs, including availability, utilisation and service outcomes.
- Ensure accurate and timely processing of payments, invoicing, purchase orders and credit card reconciliations.
- Maintain accurate database records through timely and efficient data collection.
- Provide administrative support through undertaking reception duties, arranging travel and accommodation, and preparing and distributing correspondence.
- Collaborate with relevant stakeholders including managers and other administration team members to develop and continuously improve administrative processes and contribute to organisational wide projects.
- Prepare submissions, reports and documentation ensuring accuracy, timeliness and completeness of information contained.
- Assist in the coordination and organisation of team activities including team professional development days.
- Review and distribute service information brochures, manage mail-outs, and review website updates.
- Maintain, source, order and arrange payment for stationary, service resources and program supplies.

Key Performance Indicators (KPIs)

- Daily administrative tasks are performed effectively and efficiently
- Workflow, system and process improvements are identified and effectively implemented
- Written and verbal communications and correspondence are professional, customer-focused and handled promptly with appropriate sensitivity and confidentiality
- Travel arrangements are made in accordance with requirements
- Client/customer records are up-to-date and accurate on the client management system
- Responsive, collaborative support is provided to team members
- Submissions and evaluations documents are prepared within specified timeframes

Requirements

Qualifications:

- Minimum certificate II in Business.

Experience:

- Experience working in an administrative role.

Skills knowledge & capabilities:

- Proven effectiveness in implementing efficient workflow, system and process improvements
- Demonstrated strong attention to detail
- Well-developed written and verbal communication skills
- Proven organisational and time management skills
- Demonstrated numeracy skills with experience in financial administration including invoicing, purchase ordering and reconciliations
- Demonstrated customer service orientation and solutions-focused approach
- Demonstrated ability to work effectively both independently and as a team member
- Microsoft Office suite proficiency, with intermediate to advanced skills in Outlook, Word and Excel as well as 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”

Last Reviewed

7/01/2026