

Position Description

Role title:	Senior Administration Officer
Employment status:	Permanent, full-time
Reports to:	Team Leader Business Support Services
Location:	Geebung or Woolloongabba
Award classification:	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 4

Purpose of role

ADA Australia is seeking a proactive and experienced Senior Administration Officer to join our Business Support Services team. This role is vital to ensuring the smooth operation of administrative functions across the organisation. You'll work closely with the Team Leader and collaborate with staff across ADAA to deliver high-quality support that aligns with our values of integrity, service, and continuous improvement. A key part of the role also involves supporting the Data Analyst with managing Salesforce, our Customer Relationship Management (CRM) system, to ensure data accuracy and operational efficiency.

The Senior Administration Officer reports to and collaborates closely with the Team Leader Business Support Services, while maintaining strong, productive relationships with the Business Support Services team and all other staff across ADA Australia (ADAA).

The Senior Administration Officer is responsible for ensuring that their services align with the purpose, vision, and values of ADAA, while adhering to relevant legislation, regulations, and quality standards. This role plays a key part in upholding high standards of internal customer service and supports ADAA's commitment to governance, continuous quality improvement, ethics, and integrity.

Key duties of position

- Coordinate administrative workflows and respond to business support requests promptly.
- Provide backup support to the Data Analyst by troubleshooting issues with the organisation's Customer Relationship Management (CRM) system and identifying and implementing improvements to enhance system performance.
- Provide general administration support including correspondence, reporting and data entry.
- Manage ADAA's vehicle fleet by scheduling repairs and services, documenting and processing car registrations, managing e-Toll arrangements, and overseeing logbook records.
- Oversee facilities services, maintenance activities and tradespersons.
- Coordinate and oversee administrative tasks to maintain healthy and safe workplaces, including tasks such as electrical testing of equipment.
- Establish and maintain IT resources (eg. software licenses, equipment), and provide training as part of on-boarding for new staff.
- In collaboration with the Senior Finance Officer, oversee and coordinate the purchasing process, ensuring the efficient acquisition of assets, office and field equipment, communications tools, IT resources, and consumables.
- Provide backup reception services as needed.
- Under the Team Leader's guidance, design, implement, and continuously monitor effective asset

management and maintenance strategies for ADAA facilities and equipment, ensuring efficiency, sustainability, and optimal performance.

- Contribute to a culture of continuous quality improvement with the development of enhanced workflows to streamline tasks and improve business practices.
- Participate in and contribute to quality improvement programs and activities to work towards maintaining the Quality Management system and Accreditation Standards.
- Maintain up to date knowledge and understanding of the relevant legislation, policies and procedures.
- Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.
- Any other duties as directed by the Team Leader or Manager, Business Support Services.

Key selection criteria:

- Relevant qualifications and/or extensive experience in providing business support services, with a strong emphasis on high-level administrative support.
- Strong IT skills, including proficiency in MS Office and client databases (e.g. Salesforce).
- Strong organisational and planning skills, with the ability to prioritise tasks, meet deadlines, and consistently maintain accuracy and attention to detail.
- High level interpersonal skills, with the ability to communicate, engage and negotiate confidently with staff at all levels.
- Demonstrated ability to work autonomously, and as part of a team to achieve outcomes for multiple work units.
- Demonstrated ability to adapt positively to change, manage conflict, and contribute to a positive team environment.

Essential requirements

- A valid Queensland Driver's licence.
- Current (less than three (3) years old) pre-employment National Criminal History Certificate (ongoing renewal every 3 years at employee's expense).
- Valid NDIS Worker Screening Clearance (paid workers) at employee's expense.
- Valid Working with Children – Blue Card (paid workers) at employee's expense.

Desirable requirements

- Understanding of the environment within which not-for-profit organisations operate.
- Experience using Salesforce.

Ongoing requirements

ADAA promotes a hybrid working model, with employees typically working two days in the office and three days from home. To ensure consistent administrative support and foster collaboration across teams, the Senior Administration Officer is required to work on-site one day per week at both ADAA's Head Office (Geebung) and Southside Office (Woolloongabba).

ADAA strongly recommends that employees have and maintain Covid-19 and influenza vaccination currency in line with current Public Health Directives and organisation policy.