Position Description

Role title:	Senior Administration Officer
Employment status:	Full-time
Reports to:	Manager, Business Support Services
Location:	Geebung
Award classification:	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 4

Purpose of the role

The Senior Administration Officer coordinates the day-to-day delivery of administration, reception and administrative functions across ADA Australia. The role combines hands-on operational responsibilities with supervision of the Administration Team, coordinating workflows, allocating work, providing guidance and ensuring the delivery of consistent, high-quality administrative support across the organisation.

The position is responsible for fleet and facilities coordination, procurement support, asset management, and business systems administration, and to support the Data Analyst in CRM reporting and day-to-day operations. Working closely with the Manager, Business Support Services and other internal stakeholders, the role contributes to efficient business operations, continuous improvement and organisational effectiveness. All duties are performed in accordance with ADA Australia's values, policies, quality standards and legislative obligations.

Key duties of position

Administration

- Coordinate the day-to-day delivery of administration, reception and business support services, ensuring work is prioritised, allocated and completed within required timeframes.
- Monitor administrative processes and service delivery, addressing routine operational issues and escalating significant matters to the Manager, Business Support Services.
- Maintain administrative systems, records, registers and workflows, and contribute to the review and improvement of administrative procedures and practices.
- Provide reception and administrative support during periods of leave, absence or increased operational demand.

Staff Supervision and Support

- Provide day-to-day supervision, guidance and support to the Administration Officer and Receptionist/Administration Assistant.
- Allocate work, set priorities and monitor workflow to ensure the timely and accurate completion of administrative activities.
- Provide regular feedback, coaching, induction and development support to direct reports.
- Coordinate leave coverage and day-to-day work arrangements in consultation with the Manager, Business Support Services.
- Contribute to performance development processes and promote respectful, collaborative working relationships.
- Escalate significant performance, conduct, wellbeing, safety or resourcing matters to the Manager, Business Support Services.

Scope of authority: Responsible for the day-to-day supervision and coordination of the Administration Team.

Formal disciplinary matters and significant employment decisions remain the responsibility of the Manager, Business Support Services.

Fleet, Facilities and Asset Coordination

- Coordinate the administration of ADA Australia's vehicle fleet, including but not limited to, servicing, maintenance, repairs, registrations, e-Toll arrangements and logbook records.
- Coordinate facilities maintenance, service requests and external contractors to support safe, functional and well-maintained workplaces.
- Coordinate administrative activities that support safe and functional workplaces, including scheduled testing, inspection and maintenance of equipment.
- Maintain asset, equipment and facilities records and support effective asset management, maintenance and replacement practices.
- Assist with purchasing activities and supplier coordination in accordance with organisational procedures.

Systems and Information Support

- Provide backup support for the organisation's CRM system and associated reporting functions, including troubleshooting routine issues, generating reports and data extracts, and assisting with system improvements as required.
- Establish and maintain IT resources, including software licences and equipment.
- Deliver systems training and support to new employees as part of the onboarding process.
- Identify and implement improvements to administrative processes, systems and workflows to enhance efficiency and service delivery.
- Undertake other duties as reasonably directed by the Manager, Business Support Services.

Key Selection Criteria

- Relevant qualifications and/or extensive experience in a senior administration or business support role, including coordinating administrative services and workflows.
- Demonstrated experience supervising and coordinating administrative staff, including work allocation, coaching and day-to-day support.
- Demonstrated ability to exercise sound judgement, resolve routine operational issues and recognise when matters require escalation.
- Highly developed organisational skills, with the ability to manage competing priorities, meet deadlines, and maintain a high level of accuracy and attention to detail.
- Well-developed interpersonal and communication skills, with the ability to build productive relationships and engage effectively with stakeholders at all levels.
- Demonstrated proficiency in Microsoft 365, CRM systems and other business applications, with the ability to confidently learn and use new technologies, including approved AI tools.
- Demonstrated ability to work independently and collaboratively to achieve outcomes across multiple teams and work areas.

Essential requirements

- A valid Queensland Driver licence.
- Current (less than three (3) years old) pre-employment National Criminal History Certificate (ongoing renewal every 3 years at employee’s expense).

Ongoing requirements

- Travel will be required between ADA Australia’s Brisbane offices. Brisbane offices are currently located at Geebung and Woolloongabba, but this may be subject to change in the future.

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