



*Expanding Ideas; Creating Change*

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## **POSITION DESCRIPTION**

- Position:** Administration Officer
- Reports to:** CEO or their delegate
- Status:** Fixed-term Contract til 30<sup>th</sup> June 2024, with possibility of extension subject to Government funding
- Hours:** Full time
- Award:** Social, Community, Home Care and Disability Services Industry Award 2010
- Classification:** Social and Community Services Employee Level 4

### **About Community Resource Unit (CRU):**

Community Resource Unit (CRU) exists to create and promote positive change so that people with disabilities can belong to and participate in community life.

Our mission is to inspire, challenge and equip people to embrace ideas, to take action and build a movement for change.

### **Purpose of Position:**

The Administration Officer contributes to the efficient and effective running of a small but busy organisation with a state-wide role. This position is responsible for office reception and hospitality, administrative support for the team and the maintenance of equipment and administration systems. CRU runs many workshops and webinars each year and this position is closely involved in the preparation and co-ordination of these events.

### Key Responsibilities for the Administration Officer:

Area	Description
<b>Office Reception</b>	Welcome and respond to visitors, emails and phone calls in a warm and welcoming manner, providing general information and accurately conveying messages. Be proactive in keeping the office in a clean and tidy, pleasant and functioning condition. Assist with room set up and catering requests for meetings and events.
<b>General Office Administration Support</b>	Maintain and improve office systems for efficient and effective work practices and manage day to day database upkeep. Oversee coordination of shared calendars and sharing of information with team. Record and distribute team meeting documents. Assist with travel and accommodation bookings and provide administrative support to the team.  Effectively use online platforms including Humanitix, Zoom, Canva and Mailchimp. Assist with event preparation and management. Maintain knowledge and ensure accessibility in all CRU documents in a range of formats. Maintain a working knowledge of Microsoft Office Suite and share knowledge with others.  Undertake regular audits to ensure the content appearing on the CRU website is accurate and up to date and liaise with website contractor around website issues and maintenance.
<b>Event Support</b>	Work with other Admin Officers to assist with event preparation as required. Once event has been promoted take responsibility for the agreed tasks including registrations, equipment, catering and hosting role on the day (if required). This includes organisational events such as planning days.
<b>Office Information Technology Support</b>	Act as the first contact for staff and board members for any computer issues – both hardware and software. Maintain and acquire knowledge in basic computer functioning in order to be able to assist with basic troubleshooting. Provide assistance to staff around AV technology and setup, hearing loop, WIFI Dongles and other technological items.

### Key responsibilities for all CRU staff:

Area	Description
<b>Organisational activities</b>	Work collaboratively with the CEO, team members and Board to further evolve the work of CRU. Work is prioritised to complete tasks when required. If tasks cannot be completed as planned, negotiations are initiated to reach mutually acceptable outcomes.  The employee will work as a team member to nurture and sustain a spirit within the organisation that is consistent with CRU's mission and values.  required. If tasks cannot be completed as planned, negotiations are initiated to reach mutually acceptable outcomes.  The employee will work as a team member to nurture and sustain a spirit within the
<b>Quality compliance and improvement</b>	Contribute to ensuring CRU's compliance with standards and quality systems as part of ongoing accreditation. Contribute to the continuous improvement of the organisation by identifying opportunities for improvement.
<b>Policy compliance</b>	Adhere to the requirements of CRU's policies and procedures.
<b>Workplace health &amp; safety</b>	Be aware of and ensure that WH&S policies and procedures are fully complied with.
<b>Risk management</b>	Take all necessary steps to control and minimise risk when undertaking activities on behalf of CRU.

## Key selection criteria:

1. Demonstrated experience in independently planning, prioritising and organising administrative support to meet deadlines while proactively managing competing priorities.
2. Proven ability to engage with and welcome a diverse range of people, including people with disability and their families and colleagues.
3. Excellent communication (written and verbal) with the ability to communicate effectively with all people including people with disability.
4. Advanced computer literacy and confidence and capability in using systems and technology including Microsoft Office Suite. The ability to grasp new systems and programs quickly and with ease.

## Specifications:

- The successful applicant will be required to produce or apply for NDIS Worker Screening Check and Working with Children Check.
- The role is based at the South Brisbane office – office hours are 9am til 5pm
- The employee and the CEO will ensure the employee is aware of their level of performance outcomes and support required to achieve outcomes.

We are looking for someone to start as soon as possible.

## Your Application:

The application is to include all the following:

- a) **A short cover letter**
- b) **Response to each of the above Selection Criteria**  
(max. 2 pages) that clearly articulates your abilities and experience that you believe best qualifies you for the advertised position.
- c) **A resume/curriculum vitae**  
Including the names, positions and telephone numbers of at least two referees who can comment on your competency in regard to the requirements of the position. Referees will only be contacted after an interview.

Email to: [kim.jensen@cru.org.au](mailto:kim.jensen@cru.org.au)

Due by: **5pm Monday 5<sup>th</sup> June 2023**

If you have any questions about the positions, please contact Margaret Rodgers at [margaretrodgers@cru.org.au](mailto:margaretrodgers@cru.org.au)