

Position Description: Administration Officer (Organisation Services)

Position Details

Position	Administration Officer (Organisation Services)
Team	Organisation Services
Reports to	Executive Assistant
Direct reports	Nil

Position Summary

The Administration Officer (Organisation Services) will present a professional image of the business and play an important role being the first point of contact for members and supporting the operational goals of Independent Schools Queensland.

Relationships

Key internal relationships	All ISQ staff
Key external relationships	ISQ Members and stakeholders

Responsibilities

The position is responsible for, but not limited to:

1. Daily front of office duties including:
 - a. As the first point of contact, answering and distributing incoming telephone calls and welcoming of on-site visitors while ensuring adherence to workplace health and safety procedures.
 - b. Management of incoming and outgoing mail, and courier services.
 - c. Management of email correspondence across generic ISQ accounts.
 - d. Back-up reception support for Queensland Independent Schools Block Grant Authority (QIS BGA), as required.
 - e. Maintenance of a high standard of cleanliness and organisation of the office, ensuring facilities are well stocked with necessary supplies, and presents well.
 - f. Ordering stationary, office, and kitchen supplies.
 - g. Order catering and manage the set up and pack up of meetings.

- h. Maintenance of general office records, e.g., staff phone list, staff vehicle list.
 - i. Maintain the Front Office Handbook to ensure it is accurate and up to date at all times.
 - j. Undertake the necessary Workplace Health & Safety training to conduct the First Aid and Fire Safety Warden roles at the ISQ office and Professional Learning Centre.
- 2.** Providing support for ISQ events, during times of absence (sick and annual leave) and busy periods as identified in the event schedule.
- 3.** Note: some of these duties may require work outside of normal business hours e.g., early morning, evening, and weekend work. Time in lieu for additional hours will be granted within organisational requirements. Providing administrative support to various teams including, but not limited to:
- a. Providing administrative support to the Executive Assistant, to assist in effectively supporting the Executive team.
 - b. Word processing and other document preparation, using the full suite of Microsoft Office programs and other in-house systems.
 - c. Work with the Manager (Communications) to support the compilation, publication, and distribution of physical and electronic mail outs e.g., Memoranda, Focus Area Updates and Briefings, support updating webpage content and the coordination of Electronic Direct Mail (EDM) campaigns and other tasks as required.
 - d. Work with the Manager (Teaching and Learning) to upload bulk records to the CRM of program participants and other tasks as required.
 - e. Work with the Manager (School Services) to review policy templates and fact sheets and other tasks as required.
 - f. Assist the Project Manager (School Improvement) with the coordination of the School Improvement Services (SIS) program as required.
 - g. Support the Education Services Advisor (VET) with the activity funding support processes and the Education Support Funding Program.
 - h. Support the Schools Services, Student Services and Teaching and Learning teams in the delivery of blended learning programs to members.
 - i. Support the eLearning team by monitoring the Connect & Learn inbox and processing account enquiries and login support.
 - j. Provide administrative support to the Finance team during peak periods.
- 4.** Providing operational support including:
- a. Assist with the collection and maintenance of membership contact data within the CRM.
 - b. Track the progress and support of new schools in the CRM.
 - c. Assist members with Member Hub login enquiries and troubleshooting.
- 5.** Other duties as directed from time to time.

Requirements	
Knowledge and experience	<ul style="list-style-type: none"> • Relevant or transferable experience is desired.
Qualifications and licenses	<ul style="list-style-type: none"> • No qualifications or licenses are required for this position.
Skills and attributes	<ul style="list-style-type: none"> • Providing a welcoming and professional 'first point of contact' for members. • Excellent organisational and time management skills and the ability to prioritise different responsibilities. • A pro-active approach to identifying and completing tasks. • Well-developed written and oral communication skills. • A strong attention to detail and accuracy. • A positive and professional work ethic. • The ability to liaise with members, internal staff, and other key stakeholders. • High level of proficiency using Microsoft Office applications. • The ability to work unsupervised when required.

APPROVED BY: CEO

DATE: