

Position Description

Position Title:	Office Coordinator
Position Classification:	Clerks – Private Sector Award 2020 [MA000002], Level 3
Employment Status:	0.8 FTE (30.4 hours per week), Fixed Term Contract (2 years)
Reports to:	Organisational Development Manager (ODM)
Role Purpose:	This position provides systems and administrative support across AMRRIC, including front reception. Working under general direction and established procedures, the role coordinates routine office requirements, organisational meetings, events and approved travel logistics; supports staff onboarding and recruitment administration; liaises with external IT support; and maintains approved records, assets and controlled documents.

1. CORE DUTIES

1.1. Office Coordination, Facilities & Office Reception

- Act as the primary point of contact for incoming calls, visitors, mail, deliveries and general enquiries, ensuring a professional and welcoming experience.
- Monitor and triage general shared inboxes and direct enquiries to the appropriate staff member.
- Coordinate office supplies, amenities, cleaning, waste, printing and maintenance services, and monitor the presentation of office and amenities areas. Liaise with approved suppliers and building management regarding routine office requests and escalate non-routine issues.

1.2. Systems & IT Coordination

- Provide basic user assistance for common Microsoft 365 applications, including Outlook, Teams, SharePoint and Planner, using approved guides and processes and escalating technical matters where required.
- Lodge and follow up approved requests with external IT support, including user access, account changes and equipment issues.
- Maintain the central IT and corporate asset register, including laptops, phones, tablets, access cards and other allocated equipment.

1.3. Business & Administrative Support

- As directed, assist with drafting, formatting and distributing routine correspondence, staff communications, reports and briefing materials.
- Maintain shared administrative resources, templates, Planner boards and information within the Admin Hub and relevant SharePoint libraries.
- Provide administrative support to managers and teams as required.

- Prepare meeting minutes, record notes and follow up on action items as directed.
- Assist with routine purchase orders, expense reimbursements and other approved financial administration as directed.
- Issue routine staff updates regarding approved operational procedures, systems or administrative processes.

1.4. Events & Travel Coordination

- Arrange approved logistical requirements for Board and committee meetings, including venues, travel, accommodation, catering, technology and attendance arrangements.
- Arrange practical requirements for staff meetings, planning days, conferences and internal events using approved budgets and processes.

1.5. Data Management

- Update the Controlled Document Register, including document identifiers, metadata, review dates and publication status.
- Format, version-control and publish approved policies, procedures, SOPs, templates and organisational documents.
- Track staff acknowledgements and routine document-review dates as directed.
- Refer content, interpretation, approval and compliance decisions to the relevant manager or delegated owner.

1.6. HR & Recruitment Administration

- Maintain accurate routine employee and compliance records, including licences, clearances, certifications and training records, as directed.
- Support recruitment administration, including preparing advertisements, maintaining recruitment Planner boards, scheduling interviews, applicant correspondence and reference-check documentation.
- Handle personal and confidential information with discretion and in accordance with approved processes.
- Administer onboarding and offboarding checklists and coordinate approved induction arrangements.
- Arrange equipment, building access, induction meetings and approved systems access.
- Schedule internal training and maintain participation records, as required.
- Coordinate approved onboarding and offboarding access requests and maintain relevant checklists and records.

1.7. Team Collaboration & Support

- Contribute to a positive and collaborative workplace culture.
- Communicate effectively and respectfully with staff, volunteers and external stakeholders.
- Work closely with the Program & Administration Coordinator to support consistent administrative systems, agreed backup arrangements and business continuity.
- Provide practical support across shared administration functions as required, within the scope and level of the role.



1.8. Professional Development

- Actively participate in AMRRIC team meetings, planning days and organisational activities.
- Participate in cultural safety training and learning activities relevant to the role.
- Maintain awareness of good practice in office coordination, business administration and digital systems within the not-for-profit sector.

1.9. Other Duties as Required

- Undertake additional administrative or coordination tasks as reasonably directed by the relevant manager, in line with the scope and level of the role.

2. SELECTION CRITERIA

2.1. Qualifications

- Certificate III in business administration or a related field, or equivalent relevant experience.
- Current driver's licence.

2.2. Experience & Skills

- Minimum two years' experience in an office administration or business-support role.
- Demonstrated experience providing office and corporate administration in accordance with established procedures.
- Strong customer service and communication skills, both written and verbal, including confidence responding to telephone, email and face-to-face enquiries.
- Demonstrated ability to organise competing priorities, meet deadlines and manage a varied workload.
- Ability to work independently within established procedures, exercise sound judgement and escalate non-routine matters appropriately.
- Ability to work collaboratively and contribute positively within a team environment.
- Sound working knowledge of Microsoft 365, including Outlook, Teams, SharePoint, Word, Excel, PowerPoint and Planner.
- Experience maintaining databases and registers and collating, editing, formatting and distributing reports, documents or meeting materials.
- Experience coordinating meetings, events, travel or other organisational logistics.
- Strong attention to detail and the ability to maintain accurate records.
- Ability to handle personal, confidential and sensitive information with discretion and professionalism.

2.3. Desirable

- HR Administrative support experience
- Financial administrative support experience.

