

**Team Member**  
**Role description & person specification**

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**Title of Role: Administration Team Leader**

**Term of Appointment: Full - time (or close to it), 2-year contract**

## **ABOUT THE ROLE**

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### **1. Summary of the role's aim**

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The Administration Team Leader is responsible for delivering and overseeing effective and efficient admin support to the organisation. This includes:

- finding the best match between available admin resources and the needs of internal customers (Purple Orange, inhousing, grant-giving, and governance, and corporate colleagues)
- first point of contact for external stakeholders corresponding, calling or attending the business.
- Supporting the admin team members to effective and happy in their roles, and to grow
- Supporting CEO email, connectivity and scheduling, and connectivity and scheduling for the Senior Leadership team
- Curating storage of, access to, and review timelines for, general operational policies and protocols
- Defending day-to-day business continuity by ensuring office amenities are available and any disruptions are quickly resolved.

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## 2. Main Benefits (Outcomes)

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*[A summary of the measurable benefits that will be brought to the target community]*

- Prioritised administration support needs of Purple Orange, inhousing, grant-giving, and governance, have been met
  - External stakeholders have had a welcoming, timely and effective response to their enquiries or attendance at our premises
  - The administration team members feel effective, are well-supported, and happy in their roles, and have opportunities to grow
  - The CEO's time commitments are well-managed, in line with strategic commitments and so that internal and external stakeholders have CEO input/signoff in a timely way
  - The CEO's email is transacted so that responses are timely and come from the right person
  - The mutual communications and commitments within the Senior Leaders Team are well-coordinated
  - Operational policies and protocols are stored correctly, are readily accessible to internal stakeholders, and have been reviewed on time
  - Access to organisational resources such as workstations, meeting rooms, cars, and office equipment is managed effectively, so stakeholders can access them efficiently and fairly
  - Day-to-day disruptions to business are kept to a minimum, and resolved quickly
  - Administration support is cost-effective
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## 3. Main Deliverables (Outputs)

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*[A summary of what the role will quantitatively produce]*

- Delivery of a successful annual program of prioritised administration support to each of the main operational areas – Purple Orange, inhousing, grant-giving, and governance
- Delivery of a successful annual program of first point-of-contact services, covering inbox management, incoming calls management, and reception of visitors to premises
- Delivery of a successful annual program of Line Support to admin team members
- Delivery of a successful annual program of executive assistance to CEO
- Delivery of a successful annual program of coordination of Senior Leadership Team connectivity
- Delivery of a successful annual curation of operational policies and protocols

- Delivery of a successful annual curation of administration costs so resources are not wasted
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#### **4. Main work activities (Processes)**

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- Modelling and leading a general habit of warm, high-quality customer service and diplomacy
- Liaison with internal stakeholders on priority admin support needs and first-point-of-contact services
- Organising the availability of administration team members to undertake routine and urgent administration support across the main areas of business, including cover for coworkers while they're away
- Establishing and curating arrangements for receipt and directing of general inbox emails, general calls, and visits to premises
- Coordination of performance planning and review for individual team members, that includes identification and celebration of strengths and achievements
- Scheduling of professional development opportunities for admin staff to strengthen skills in key areas
- Coordination of regular 1:1 support meetings with team members
- Coordination of regular admin team meetings, to support a strong positive culture of responsiveness and mutual support
- Tracking CEO email inbox, and forwarding/alerting/replying, to ensure timely responses
- Scheduling and tracking of prioritised appointments and tasks in CEO calendar
- Coordination of communications and meetings between Senior Leaders
- Liaison with internal stakeholders on location and classification of policies and protocols
- Regularly reviewing, updating, and communicating, operational protocols relating to access to admin support, office amenities and consumables, IT support, and other business continuity supports
- Alerting relevant internal stakeholders to policies and protocols that are due for review, and uploading and communicating updated versions following review by those persons
- Overseeing arrangements for early detection of business continuity issues and responding successfully to them. This includes voice and data functionality and connectivity, office hardware, office consumables (stationery, restroom supplies, beverages, etc), condition of workstations, meeting rooms, kitchen, and rest rooms, condition of pool vehicles
- Liaison with Finance on the use of administrative budgets

- Ensuring administration expenditure is accurately reflected in invoices received
- Continuously review administrative processes and identify areas for greater efficiencies and effectiveness, including cost-savings in use of office consumables.
- Participation in activities that contribute to other strategic and tactical activities at the three agencies, in support of our values
- Other duties as assigned by CEO or delegate

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## 5. Reporting/Working Relationships

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**This role reports to (role sponsor):** CEO or delegate

**This role provides formal support and guidance to the following other roles:**

- staff assigned to the administration team
- students/volunteers assigned to the administration team

**This role is responsible for leading sustained good networks with stakeholders, including:**

- staff, interns, students and volunteers across the Julia Farr entities and hosted initiatives
- People living with disability, their families and other informal supporters
- Suppliers
- Board and committee members
- Government, community and other external stakeholders relevant to the portfolio

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## 6. Special Conditions (Such as travel requirements, frequent overtime, etc).

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The incumbent is required to:

- Support and contribute to the achievement of the organisation's goals as set out in the strategy and business plan
- Be available to coordinate out-of-hours emergency response on a rostered basis, on any business continuity matters
- Initiate and participate in activities in support of best practice

The role demands a commitment to:

- support the integrity of the organisation by maintaining a high standard of personal and professional conduct that supports our values, including:
  - people living with disability having personal authority in their lives
  - people living lives of active citizenship
  - inclusive communities
  - capacity-building
  - the exercise of ambassadorship
  - the exercise of your best judgement in respect of safeguards for you, your fellow team members, people living with disability and their families, and other visitors to our organisation
- live our values by
  - showing respect, trust and equity
  - engaging in collaboration and codesign
  - showing support
  - engaging in continuous improvement and learning
  - communicating and sharing
  - building relationships
  - committing to inclusion
- work outside of normal business hours when needed
- participate in performance planning and review, as frequently as may be required, but at least annually, and commit to ongoing personal and professional development
- be willing to change office location if directed as a result of service development and organisational change.

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Acknowledged by Role Holder .....

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Role Sponsor.....

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## ABOUT THE ROLE HOLDER

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### Essential Criteria

#### *Personal characteristics:*

- deep commitment to social justice and the advancement of people into lives of valued membership in mainstream community life
- An inquisitive and analytical mindset, reflecting an active curiosity about how to deepen and extend quality and resolve issues
- inclusive leadership style, and a warm collaborative interpersonal style
- highly organised with a high level of attention to detail

#### *Knowledge, skills and experience:*

1. Demonstrated ability to lead a small team in service to a diverse range of stakeholders, maintaining strong employee engagement and operational performance
2. Development and maintenance of effective relationships with a wide range of stakeholders
3. Demonstrated capacity to prioritise, work under pressure and meet deliverables on time and on budget.
4. Demonstrated capacity to communicate effectively both verbally and in writing
5. Demonstrated ability to contribute to the maintenance of a harmonious, safe and healthy workplace, free of harassment, unlawful discrimination and bullying, where diversity is valued.

### Desirable criteria

1. Previous experience in leading teams and administration functions
2. Personal insight of what it means to live with disability