



Position Title: Office Administrator	Entity: Indigo Australasia Inc (Indigo)
Reports to: Team Lead / Manager	No of Direct Reports: 0
Industrial Instrument / Job Level: Common Law Contract - Tier 5 Support	Primary Location: Nedlands
Position Requirements	
<p>Primary Purpose This administrator role within Indigo will provide a diverse range of administration functions to support with the progression of administration work to meet organisation needs.</p>	
<p>Key Accountabilities/Responsibilities</p> <p><u>Health Safety Wellbeing & Environment</u></p> <ul style="list-style-type: none"> • Comply with all health, safety and hygiene policies, systems, and WH&S legislation to maintain an appropriate working environment. • Ensure all incidents, accidents, injuries, hazards or property damage are reported. Identify any relevant safety improvements and work collaboratively with the Work Health and Safety program. • Contribute to a culture that supports wellbeing. <p><u>Functional</u></p> <ul style="list-style-type: none"> • Assist with the day-to-day administrative operations for the team including reception duties • Provide meeting support including scheduling, minute taking and agenda preparation for relevant meetings including team meetings, operational management meetings. • Support the document control process for Indigo, ensure changes are uploaded in a timely manner. • Other duties consistent with the position where required and/or requested by your Team Lead or Manager. <p><u>People & Culture</u></p> <ul style="list-style-type: none"> • Participate actively with colleagues in the leadership team to deliver integrated business outcomes • Ensure culture optimisation through identifying, implementing and driving fit-for-purpose cultural programs and embedding these within the team and organisation. • Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace. <p><u>Administration</u></p> <ul style="list-style-type: none"> • Ensure delivery of services and support within Service Level Agreements. • Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and associated processes are maintained and accessible in appropriate formats and designated locations. • Ensure all documentation and associated processes are maintained and accessible in appropriate formats and designated locations. • Identify and participate in continuous improvements activities to ensure the organisation meets customer expectations and proactive and appropriate business processes. 	

Key Performance Indicators & Measures <i>Indicators of effective performance in the position. KPI's are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time.</i>	
Key Relationships <i>Key positions or groups with whom the individual will interact to perform the work of the position.</i>	
Internal <ul style="list-style-type: none"> • Business Support Team • Leadership team • Service Delivery Team and Managers • All other teams in the organisation 	External <ul style="list-style-type: none"> • Corporate customers • Peak bodies • Government representatives and departments • Customers and families

Key Behaviours			
Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies KEY competencies (6-12 key to the role) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be Operational Behaviours .			
<u>Strategic Behaviours</u>	<u>Leadership Behaviours</u>	<u>Operational Behaviours</u>	
<input type="checkbox"/> Aligning Performance for Success <input type="checkbox"/> Analytical Thinking <input type="checkbox"/> Critical Thinking <input type="checkbox"/> Building Strategic Working Relationships <input type="checkbox"/> Change Management <input type="checkbox"/> Innovation & Creativity <input type="checkbox"/> Leading through Vision & Values <input type="checkbox"/> Strategic Decision Making	<input checked="" type="checkbox"/> Adaptability/ Agile Approach <input type="checkbox"/> Building Customer Loyalty <input type="checkbox"/> Building Partnerships <input type="checkbox"/> Leading the Team – people centric <input type="checkbox"/> Coaching/developing others <input type="checkbox"/> Delegating Responsibility <input type="checkbox"/> Decision Making <input type="checkbox"/> Information Monitoring <input type="checkbox"/> Influencing /Negotiation <input type="checkbox"/> Managing Conflict <input type="checkbox"/> Project Management <input type="checkbox"/> Digital capability <input type="checkbox"/> Business Acumen <input type="checkbox"/> Growth mindset <input type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input type="checkbox"/> Applied Continuous Learning <input type="checkbox"/> Marketing & Comms <input checked="" type="checkbox"/> Build Trust <input checked="" type="checkbox"/> Communication <input type="checkbox"/> Client Liaison <input checked="" type="checkbox"/> Demonstrates Initiative <input checked="" type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input type="checkbox"/> Legislative & Industry Standards <input checked="" type="checkbox"/> Organisation & Self Management <input checked="" type="checkbox"/> Quality & Work Standards <input checked="" type="checkbox"/> Results Focused <input type="checkbox"/> Safety & Environmental Excellence <input checked="" type="checkbox"/> Teamwork <input type="checkbox"/> Tenacity	
General Assessed			
Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit

Work Related Requirements
Knowledge & Skills (Social, Personal & Technical) & Equipment <i>The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position</i> <ul style="list-style-type: none"> • High level relationship building skills at various levels including ability to liaise with customers, staff and management

- Strong communication skills – verbal and written including report writing skills.
- Ability to work both within a team and independently.
- Advanced Microsoft office package skills and strong computer literacy.
- Strong analytical skills to interpret data.
- Ability to prioritise, multi-task and meet deadlines, sometimes working with incomplete information.
- Good attention to detail.
- Advanced problem-solving skills, adaptability and initiative.

Work Experience

The type and extent of previous work experience that is necessary to perform in the position

- Role/s in similar position and/or industry, (desirable).
- Previous experience in the disability, health or aged care sector (desirable).
- Understanding of quality, document control or project methodology (desirable).

Qualifications

Certificate III Business Administration, business degree or relevant certificate/tertiary qualifications (desirable or current undertaking).

NDIS Worker Screening Check

Current Drivers' Licence

Extent of Authority

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Prepared & Approved By: Calley Hookway

Date Reviewed/Modified: 19/03/2024

*All PDs should be sent to P&C for approval and uploading to SharePoint

Related Documents: **PD Work Instructions, Behaviours Guide**

HR Use Only

Risk Assessed Role (NDIS Worker Screening Check) Yes Required

C) A role for which the normal duties is likely to require more than incidental contact with a person with disability

Date the role was assessed: 10/03/2023 Assessed By: Lisa Karabin, People & Culture Manager

*Will depend on the role