

# Administrative Officer

## Position Description

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| <b>Organisation</b>                 | Volunteering Australia   |
| <b>Position title</b>               | Administrative Officer   |
| <b>Team / Directorate</b>           | Operations Directorate   |
| <b>Reports to</b>                   | Senior HR, Governance and Operations Officer   |
| <b>Works closely with</b>           | CEO, Operations and Communications Director, Policy Director and VA staff and volunteers as required |
| <b>Supervisory responsibilities</b> | May provide guidance to volunteers; no formal line management  |
| <b>Classification</b>               | SCHADS Award – Level 4   |
| <b>Employment status</b>            | Part-time (0.6 FTE), ongoing, subject to funding   |
| <b>Location</b>                     | Canberra, ACT (hybrid) - at least 2 days per week in office  |
| <b>Last reviewed</b>                | June 2026  |

## Role Purpose and Scope

The Administrative Officer provides high-quality administrative coordination, and systems support across operations, governance, events and organisational service functions. The role is responsible for delivering reliable, accurate and timely administrative services that improve workflow efficiency, maintain current records, and support positive stakeholder experience across the organisation.

The role undertakes a broad range of established administrative tasks under general direction and operates within established procedures. The role exercises initiative in prioritising workflow and is a key implementation support resource for the Operations, Policy and Communications Teams. The role does not undertake specialist or strategic ICT, communications or governance advisory functions.

## Key Responsibilities

### Part 1: Administrative Coordination and Office Support

#### 1. Administrative Coordination and Workflow Support

- Provide day-to-day administrative support across the organisation, including data entry, document preparation, filing, registers and routine follow-up actions.
- Maintain accurate records, templates, contact lists and administrative trackers to support continuity, compliance, and timely service delivery.
- Monitor shared task lists and escalate urgent matters, bottlenecks, or risks to the relevant supervisor.

## 2. Shared Inbox and Stakeholder Liaison

- Monitor and triage general enquiries via the hello@volunteeringaustralia.org inbox, acknowledge receipt where appropriate and route enquiries to relevant team members in a timely and accurate manner.
- Track enquiry status and follow-up actions to support consistent, responsive service.
- Support communications with stakeholders regarding bookings, invitations, logistics, and routine requests using approved templates and messaging.

## 3. Travel, Venue and Event Administration

- Coordinate travel, accommodation, venue and catering bookings for staff, Board members and organisational activities in accordance with policy, budget guidance and approval processes.
- Support event administration including invitations, RSVP management, stakeholder liaison, runsheets, name tags and logistics checklists.
- Maintain booking records, confirmations, invoices, and reconciliations required for internal tracking.

## 4. Office Administration and Supplier Coordination

- Support day-to-day office administration including postage, stationery, printing, common resources, furniture, deliveries and facilities arrangements.
- Monitor stock levels and coordinate routine procurement requests and supplier follow-up within approved processes.

## Part 2: Digital and Content Management Support

### 1. Website and Content Management

- Undertake routine website and content updates within established templates and processes to keep agreed content current, accurate and properly filed, in coordination with the Communications Team, with more complex matters escalated to the Communications Team
- Assist with uploading, replacing or archiving documents, event information and web content using approved processes and quality checks.
- Maintain content update logs and notify the Communications Team of issues requiring editorial, accessibility or strategic communications input.

### 2. ICT Coordination Support

- Coordinate ICT service desk requests with the third-party supplier, maintain request logs and support staff with routine device or access triage before escalation as required, with escalation of technical matters.

## Part 3: Governance and Meeting Administration

### 1. Governance Support

- Provide administrative support for Board, Committee and staff meetings as directed, including meeting invitations, room bookings, file assembly, attendance lists and action tracking updates.
- Prepare and distribute routine correspondence and meeting logistics using approved templates and workflows.

## Decision-Making Authority and Scope

- Works within established procedures, templates, workflows, and delegated approval processes.
- Exercises judgement in prioritising tasks, identifying urgent matters and escalating issues that are outside standard practice or authority.
- Does not exercise formal line-management, disciplinary or policy approval authority.

## Key Relationships

- Senior HR, Governance and Operations Officer
- Senior Digital and Communications Officer and Communications Team
- Operations Director, CEO and Board/Committee contacts as required
- All staff, volunteers and contractors
- Travel, venue, ICT and office supply providers
- External stakeholders engaging through shared inboxes or event coordination

## Essential Capabilities and Experience

- Demonstrated administrative experience in a busy office, operations, project or service environment.
- Strong organisation and time-management skills with the ability to manage multiple tasks and meet deadlines.
- High attention to detail and accuracy in data entry, record keeping and follow-up actions.
- Strong communication and stakeholder service skills, including professional email and phone manner.
- Ability to work collaboratively across teams
- Strong Microsoft 365 skills including Outlook, Word, Excel, Teams and SharePoint
- Ability to follow procedures, exercise initiative within defined boundaries, and escalate issues appropriately.
- Experience supporting events, bookings, shared inboxes or website/content administration is desirable.

## Desirable

- Experience using basic content management systems (CMS) and supporting first-level ICT request coordination
- Experience in a not-for-profit, membership or peak body environment.
- Experience using website content management systems.
- Experience coordinating ICT service desk requests or office facilities administration.

## Compliance Requirements

- National Police Check
- Working with Vulnerable People / Working with Children Check as required
- Compliance with Volunteering Australia policies, Code of Conduct and confidentiality requirements