

POSITION DESCRIPTION

Position title	National Office Administrator		
Hours	Part Time 0.6 FTE	Contract terms	Permanent
Location	Sydney	Department	Services
Reporting to	National Office Manager	Number of Direct Reports	0

Primary Purpose

The National Office Administrator role will focus on providing facilities and administrative support to Redkite and its team in its mission to support children with cancer and their families.

The National Office Administrator reports to the National Office Manager and the role will be part time based in the National Office in Sydney.

Key Focus Areas

Relationship Management

- Assist, build, maintain, and support high quality internal and external stakeholder relationships.
- Coordinate communications with all external suppliers and staff relating to the maintenance of the office

Customer Service

- Acting as first point of contact and providing a high level of quality service to inbound callers and live Chat online function. This includes processing donations over the phone, receiving calls from families seeking counselling or financial support and other general enquiries.

Administrative Support and General Office Duties

- Provide administrative support across all Redkite offices.
- Proactively identify areas for improvement and efficiencies in the administrative support function
- Document and maintain all administrative procedures that promote activities to enhance operational efficiencies.
- Support the National Office Manager to ensure compliance of policies and procedures.
- Support National Office Manager with the co-ordinating and maintenance of Redkite registers, including IT equipment and staff equipment registers

- Support the organisations with both new starter orientation and set up and exiting team members including the return of Redkite property.
- Data entry as required for records and database management within the CRM system, ensuring confidentiality, accuracy, and integrity
- Maintaining relevant, spreadsheets, metrics and activity tracking for reporting purposes.
- Other general office duties as required

Facilities Support

- Meeting room technology support, including video conferencing equipment etc.
- Co-ordinate the completion of regular office and equipment checks, maintain signage etc.
- Support National Office Manager with all state office building repairs and maintenance
- Identify and escalate potential hazards within Redkite offices to the People & Culture team, National Office Manager and/or Building Manager.
- Support the development and implementation of WHS procedures across all offices and as required by the P&C team and/or building management requirements

Skills & Competencies

<p>Essential</p>	<ul style="list-style-type: none"> • Minimum 2 years' experience in Office Administration and/or Facilities support • Demonstrated experience supporting and maintaining business systems and processes. • Demonstrated experience supporting multiple office locations. • Experience in supporting technology i.e., phone systems, video conferencing set up and general IT support. • Excellent organisational skills demonstrating a high attention to detail with the ability to meet multiple deadlines. • Demonstrated customer service experience, a strong work ethic and a positive approach. • Positive, can do attitude. • A calm, professional and respectful demeanour • Great communication and interpersonal skills with the ability to build strong working relationships. • Strong administration and IT skills including proficiency using Microsoft Word, Excel, PowerPoint at intermediate level.
<p>Desirable</p>	<ul style="list-style-type: none"> • Experience using CRM systems/databases, preferably Salesforce