

Position Title: Administration Coordinator	Entity: Indigo Australasia Inc (Indigo)
Reports to: Chief Operating Officer	No of Direct Reports: 1-2
Industrial Instrument / Job Level: Common Law Contract - Tier 4 Professional	Primary Location: Nedlands
Position Requirements	
<p>Primary Purpose</p> <p>This role will be responsible for the operation of the Nedlands reception area being the first point of contact for visitors and clients and provide a variety of administrative functions to including support to Corporate Services. The Administration Coordinator will handle incoming calls, inboxes and maintain systems that support the business operations and ensure a well-functioning work environment is maintained in a professional and efficient manner.</p>	
<p>Key Accountabilities/Responsibilities</p> <p><u>Health Safety Wellbeing & Environment</u></p> <ul style="list-style-type: none"> • Demonstrate leadership in, role model and comply with all health, safety and hygiene policies, systems, and OH&S legislation to maintain an appropriate working environment • Ensure all incidents, accidents, injuries, hazards or property damage are reported and managed. Identify and implement safety improvements working collaboratively with the Work Health and Safety program. • Contribute to developing and nurturing a culture that supports wellbeing. <p><u>Functional – (insert terminology such as Operational, Assessment etc)</u></p> <ul style="list-style-type: none"> • Oversee day to day administrative activities of the reception area, ensuring the day to day running of the office is high functioning and operational • Provide first point of contact for visitors and clients, directing enquiries as required • Manage the main Indigo phone line, directing calls and answering queries as required • Manage the “general”, “refer”, “hello”, and “help” inboxes, directing and responding to customer enquiries • Manage inbound and outbound mail and deliveries • Provide meeting support including scheduling, minute taking and agenda preparation for relevant meetings including team meetings, operational management meetings • Maintain knowledge of Indigo services and products, and government pathways to access aged care and disability services • Provide administrative support to program areas which may include data entry and drafting of client letters • Monitor and promote compliance with document management and control processes • Office security including open and close of office doors in the morning and afternoon (first in- last out system), closing office procedure • Placing orders for office supplies • Provide administrative support to Chief Operating Officer as required • Provide administrative support to the Corporate Services leadership team as required • Other duties consistent with the position where required and/or requested by the Manager <p><u>Strategic</u></p> <ul style="list-style-type: none"> • Contribute to, and demonstrate by example, the vision, mission and values • Maintain a strong network across the industry and relationships with suppliers, regulators, customers and other external stakeholders • Contribute to the creation and implementation of the Organisation’s overall long-term strategy and annual business plans (i.e. think strategically about the group and the organisation). 	

- Contribute to driving and enhancing long term organisational sustainability and performance
- Lead, participate and/or engage in all activities that relate to Group strategic initiatives and key issues
- Identify and implement improvement opportunities within the Group and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation

People & Culture

- Demonstrate collaborative behaviour across the organisation to contribute to ensuring ‘one organisation’ where multifunctional team performance is optimised.
- Participate actively, and work closely and constructively, with colleagues in the leadership team to deliver integrated business outcomes.
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs and embedding these within the team and organisation.
- Role model positive leadership to employees.
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace.
- Manage resource requirements to ensure appropriate coverage within approved budget.

Budgeting & Administration

- Develop, manage, and report on functions of responsibility
- Meet activity based KPI’s
- Ensure delivery of services and support within agreed budgets
- 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

Key Performance Indicators & Measures

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. .

Key Relationships

Key positions or groups with whom the individual will interact to perform the work of the position.

Internal

- Directors / Board Members
- Executive team
- Leadership team
- All other teams in the organisation

External

- Corporate customers
- Sector peers/competitors
- Peak bodies
- Government representatives and departments (local, State and Federal)
- Consultants and advisors
- Small & Medium Enterprises
- Suppliers and vendors
- Community care 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 primarily be in Operational Behaviours with some Leadership 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 type="checkbox"/> Adaptability <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"/> Agile Approach <input type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input type="checkbox"/> Applied Continuous Learning <input type="checkbox"/> Marketing & Comms <input type="checkbox"/> Build Trust <input type="checkbox"/> Communication <input type="checkbox"/> Client Liaison <input type="checkbox"/> Demonstrates Initiative <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input type="checkbox"/> Legislative & Industry Standards <input type="checkbox"/> Organisation & Self -Management <input type="checkbox"/> Quality & Work Standards (including clinical or/ and technical) <input type="checkbox"/> Results Focused <input type="checkbox"/> Safety & Environmental Excellence <input type="checkbox"/> Teamwork <input type="checkbox"/> Tenacity				
General Assessed						
Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit			
Work Related Requirements						
<p>Knowledge & Skills (Social, Personal & Technical) & Equipment</p> <p><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></p> <ul style="list-style-type: none"> • Capability to build relationships, effectively negotiate and influence others • Implement change management activities, to achieve successful outcomes • Ability to liaise with senior leaders and key stakeholders both internally and externally • Ability to think and act strategically, exercising sound judgement • Ability to prioritise and meet deadlines, sometimes working with incomplete information • Sound understanding of customer relationship management • Networking, influencing and relationship building skills 						
<p>Work Experience</p> <p><i>The type and extent of previous work experience that is necessary to perform in the position</i></p> <ul style="list-style-type: none"> • Role/s in similar position and/or industry, with exposure to at least one of the functional areas encompassed by this role • Operational and/or change management experience 						
Clearances, Licences or Registrations						
NDIS Worker Screening Check	WWC <input type="checkbox"/>	AHPRA <input type="checkbox"/>	NCCHC <input type="checkbox"/>	Drivers Licence <input type="checkbox"/>	Other (specify) <input type="checkbox"/>	



<input checked="" type="checkbox"/>					
Qualifications Certificate / Diploma in Business Administration or similar disciplines (or) significant relevant industry and positional experience					
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: Rebecca Emery Date Reviewed/Modified: 12/06/2024 *All PDs should be sent to P&C for approval and uploading to SharePoint					
Related Documents: PD Work Instructions, Behaviours Guide					
Risk Assessed Role (NDIS Worker Screening Check) Yes Required B) A role for which the normal duties include the direct delivery of specified supports of specified services to a person with disability Date the role was assessed: 12/06/2024 Assessed By: Lisa Karabin, People & Culture Manager <i>*Will depend on the role</i>					