

POSITION TITLE	Administration Officer
REPORTS TO	Corporate Services Manager
LOCATION	Mildura
EMPLOYMENT BASIS	Full Time
CLASSIFICATION	SCHADS Level 1.1
DATE UPDATED	19/08/2025

ORGANSATIONAL BACKGROUND

The Sunraysia Mallee Ethnic Communities Council (SMECC) has been advocating for multicultural communities across the Mallee for more than forty-five years, delivering wrap-around, place-based services aligned with the Settlement Sector Quality Framework. Our work reflects the key pillars of settlement — housing, employment, education, health, language, transport, and community participation — ensuring individuals and families are supported holistically throughout their settlement journey. Our programs include supported multicultural storytime playgroups, youth programs, adult education and training pathways, driving mentoring, food relief, and broader settlement support, we build independence, self-agency, self-efficacy, personal well-being, and provide strong advocacy for the communities we serve.

Position Overview

The Administration Officer is responsible for the effective delivery of the organisation's day-to-day administrative functions. This position will ensure accurate maintenance of records to support the organisation's operational and governance requirements and provide front-of-house administrative support.

KEY RESPONSIBILITIES	
Administration Support	• Perform site opening and closing duties. • Support staff in administrative tasks. • Provide administrative support to the CEO and Corporate Services Manager as needed. • Oversee Reception. • Handle queries and complaints via phone, email, and general correspondence while maintaining high levels of confidentiality. • Greet and direct all visitors and contractors to the relevant area. • Management and maintenance of office supplies such as stationery, staff amenities, equipment, and furniture. • Performing ad-hoc administrative duties, including receiving and dispatching deliveries and assisting with mail as required.

	• Quality record keeping and accurate data entry of client database and intake data systems. • Ensure records and files are stored and retrieved efficiently. • Maintain and improve administrative systems and processes. • Management of meeting rooms, event coordination, and calendar bookings.
Other	▪ Adhere to all organisational policies, procedures and practices and safety measures ▪ Undertake other duties consistent with skills and experience as directed

KEY RELATIONSHIPS	
Internal	▪ Reports to and takes direction from the Corporate Services Manager ▪ Works in close collaboration with Corporate Services Manager. ▪ Works collaboratively and respectfully with all staff across the organisation
External	• Builds strong relationships with SMECC stakeholders, clients, and suppliers. • Maintains positive and productive relationships with clients, partners, stakeholders and service providers.

SELECTION CRITERIA	
Essential	• Good knowledge of accounting and bookkeeping procedures. • Excellent attention to detail and data entry accuracy. • Proficiency in Microsoft suite of programs (Excel, Outlook, Word, Teams and PowerPoint); Internet and social media; and online meeting platforms. • Strong organisation and time management skills, able to work independently and as part of a team. • Ability to communicate and interact effectively and respectfully with people of socially and linguistically diverse backgrounds. • Positive and friendly manner.
Desirable	• Experience in Xero accounting. • Fluency in languages other than English. • Current unconditional Victorian driver's licence.

ADDITIONAL CONDITIONS OF EMPLOYMENT	
Pre employment checks	• Proof of Identity • Criminal History check • Current Working With Children's Check • Two referees are required.

WORK HEALTH & SAFETY (WH&S)	• All SMECC staff are required to work in a manner consistent with its HR Manual, Code of Conduct, all policies and procedures, external legislation, and to constructively support the organisation with continuous improvement processes in these areas. • All SMECC staff are required to work in a manner that demonstrates confidentiality, cultural sensitivity, inclusion, empathy, and non-judgment for those we support. This ensures services are provided and managed efficiently, effectively, and equitably • Take reasonable care of their health and safety. • Take reasonable care of the health and safety of persons who may be affected by their acts or omissions in the workplace. • Cooperate with their employer with respect to any action taken to comply with the requirement imposed by or under the Act or Regulations. • Work in a safe manner and adhere to all safe working procedures and practices. • Encourage others to work in a safe manner. • Participate in a consultation process ensuring discussion, sharing, and recording of relevant OH&S information. • Report all workplace injuries or incidents to your supervisor and complete the incident/injury report form at the time of the incident. • Report or rectify any unsafe acts or conditions that come to their attention. • Be responsible for the correct use and maintenance of appropriate safety clothing and personal protective equipment as required. • Participate in OH&S training and activities in a positive manner.
Other	• Work is generally conducted within the organisation's regular business hours, however due to the nature of this service, some out of hours may be required. • This position will be based at SMECC's main office premises in Mildura; however, occasional travel to SMECC's regional offices in Swan Hill or Robinvale may be required. • The Administration Officer works in both community and online environments. This may include travel within the Sunraysia region.

Approved Copy:

CHIEF EXECUTIVE OFFICER

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DATE

Agreement:

I have read this Job Description, understand its contents and agree to abide by it to the best of my ability.

.....
Employee Name (please print)

.....
Signature

.....
Date