

## Administration Officer (Level 4)

<b>Team</b>	AQ School
<b>Location</b>	Brighton, Brightwater, Cairns, Mackay, Rockhampton & Sunnybank Hills
<b>Manager</b>	Head of Campus or Team Leader

### Purpose

The purpose of this position as Administration Officer (Level 4) is to provide comprehensive professional administrative support to the School team and the broader school community.

### Responsibilities

- Provide a welcoming and professional first point of contact for the School, managing face-to-face, phone, including voicemail and email enquiries, with appropriate referral to internal and external service providers.
- Provide comprehensive administrative support to the School including correspondence to internal and external stakeholders, maintaining accurate database records, processing of student enrolments, registration, and maintenance of student learning accounts.
- Administer ordering, purchase and invoice approval and monthly credit card reconciliation processes in accordance with Autism Queensland procedures.
- Maintain stationery supplies and respond to resource requests, and coordinate catering, purchases and cleaning as required for School events.
- Assist with maintenance and administration of student medications as directed.
- Contribute as a member of the organisation-wide administration team, collaborating on administrative process improvement projects and providing support (including other reception and or administrative relief) as required.
- Coordinate administration of the School transport service in accordance with Queensland Transport and Department of Education requirements.

## Key Performance Indicators (KPIs)

- Identification and implementation of improvements to systems, processes, and work practices.
- Administrative support is responsive, accurate and timely.
- Communications are handled efficiently with appropriate sensitivity and confidentiality.
- Correspondence is written and responded to in an appropriate and timely manner.
- Maintenance of accurate, up to date records including data collection and file management.
- For positions undertaken at Sunnybank or Brighton campus, student transport arrangements are in accordance with Department of Education and Queensland Transport requirements.
- Compliance with Autism Queensland policies and procedures.

## Requirements

### **Qualifications:**

- Certificate IV in Business qualification (or equivalent experience).

### **Experience:**

- Experience in a diverse and/or senior administration role, ideally in the education sector.

### **Skills knowledge & capabilities:**

- Demonstrated organisational skills with proven ability to oversee and astutely manage multiple tasks and competing deadlines.
- Demonstrated effectiveness in the application of relevant knowledge and experience in administrative management practices.
- Demonstrated ability to evaluate, redesign and implement systems and services to meet the needs of a changing organisational environment.
- Demonstrated strong attention to detail.
- Proven ability to liaise, consult and negotiate effectively with internal and external

- stakeholders including parents and students.
- Proficiency in the use of Microsoft Office suite, with intermediate to advanced skills in Outlook, Word and Excel.

**Additional requirements:**

- Blue Card (WWCC paid workers).
- Current open driver's licence.
- Travel to other Autism Queensland sites may be required
- May be required to use own vehicle for work purposes when a pool vehicle is not available.
- Current, recognised Provide First Aid including Provide CPR qualification.
- Certificate of Completion in NDIS Worker Orientation Module "Quality Safety and You".

Last Reviewed	10/06/2025
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