

Administration Officer (Level 4)

Team	AQ School
Location	Brighton, Brightwater, Cairns, Mackay, Rockhampton & Sunnybank Hills
Manager	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