

Job and Person Specification

Position Title:	Administration Officer
Employee Name:	
Employment Status:	0.6 FTE initially with the possibility to move to 1.0 FTE
Date:	TBA
Award and Classification:	Social, Community and Home Care Award 2010 Initially - Level 3
Position Reports to:	Chief Executive Officer and Rapids Swim Manager
Reports to this Position:	None

Inclusive Sport SA Purpose

“Building an inclusive culture in sport and recreation”

Position Purpose

The Administration Officer is responsible for the effective running of the Inclusive Sport SA office and its administration function. The Administration Officer will also have strong involvement in the management and planning of the organisations events as well as direct administrative assistance to the Rapids swim program.

Qualifications and Experience

- Tertiary qualification in Business Administration (Certificate IV in Business Administration or above)
- Experience in the planning and management of small and large events
- Previous office environment experience
- Qualifications or experience working in the disability or community sectors is not required but preferred

Job Competencies Required

- Experience in the use of Microsoft Access or similar database software
- Excellent written communication skills
- Excellent customer service skills and confidence in phone and face to face communication with clients and stakeholders (whom have varying backgrounds and ability levels)
- Highly proficient in Microsoft Office software
- Experience in general office duties such as ordering office supplies, maintaining equipment contracts (e.g. photocopier) and assisting with general enquiries
- Well-developed time management and organisational skills
- An exceptional team ethic and understanding of success through collaboration
- DCSI Working with Children and Disability Services checks must be obtained before employment can commence

Job Competencies Desired

- Ability to problem solve and be creative
- An understanding of inclusion
- Qualifications or training in working with challenging customers and conflict resolution
- Experience in using and updating a WordPress website

Key Result Areas

Strategic Activity	Key Activities	Measures
1. Finance and Compliance	<ul style="list-style-type: none"> • Provide administrative support to the Inclusive Sport SA accountants • Administer fundraising activities (see Event Management) • Handle cash payments from clients and provide receipts • Follow up unpaid debts • Monitor the organisations compliance in regards to grant obligations and relevant legislation 	TBC
2. General Administration	<ul style="list-style-type: none"> • Administer the Inclusive Sport SA database (SASBase) through: <ul style="list-style-type: none"> ○ Data entry (eg registration forms) ○ Analysis of data ○ Updating of information • Assist with general enquiries • Contact clients and stakeholders as directed • Update information for volunteer coordinators • Assist in the development of forms and documents as required • Take minutes at relevant internal meetings • Manage office equipment contracts (such as phones and photocopier) and follow up on issues as they arise • Assist other Inclusive Sport SA staff as needed • Maintain and order office supplies • General office duties as requested 	TBC
3. Rapidswim Program	<ul style="list-style-type: none"> • Assist the Rapidswim Manager as required including: <ul style="list-style-type: none"> ○ Maintain pool hire agreements ○ Follow up with Instructors in Charge (IC's) on lesson attendance each day and update into SASBase ○ Monitor staff qualifications and remind staff before they lapse ○ Update client waiting lists ○ Update and maintain the folders for each venue/program ○ Finding fill in staff when there are staff absentees ○ Communicate cancellations to clients and staff (eg hot weather) ○ General enquiries and issues with payments/NDIS claiming • Other duties as required by the Rapidswim Manager 	TBC

4. Event Management	<ul style="list-style-type: none"> • Assist in the planning and management of the following events: <ul style="list-style-type: none"> ○ Diversity and Inclusion Conference ○ Fundraising activities (e.g. Quiz Night) ○ Rapidswim Carnival ○ Sport end of year functions ○ Other events as they arise • Book venues, catering, follow up on registrations, book accommodation and flights for speakers etc • Assist the Sport and Recreation Coordinator to administer State Team events (eg book travel and accommodation, follow up on player payments) 	TBC
5. Marketing and Promotion	<ul style="list-style-type: none"> • Management and updating of the Inclusive Sport SA website(s) through WordPress • Management and updating of the Inclusive Sport SA social media accounts • Front of house customer service to clients and stakeholders • Work with the PR consultant to promote good news stories and activities (through social media and E-News) • Assisting in the creation of content for social media etc 	TBC

Personal Competencies Required

- Willingness to promote and work in accordance with Inclusive Sport SA’s Purpose and Values, with particular regard to excellence of service
- Highly developed interpersonal and communication skills, both written and verbal
- Resourceful
- Empathy and understanding of individuals supported by the organisation
- High-level conceptual and analytical ability
- Use of initiative
- Adaptable, flexible and creative
- Ability to work independently with minimal supervision, and collaboratively as part of a team
- Business acumen
- Energy and resilience
- Ability to develop effective relationships with senior managers and staff, and to maintain trust and confidence
- Act in a fair and impartial manner to achieve outcomes

Agreed and Acknowledged

The incumbent and immediate manager both agree and acknowledge the relevance of this Job & Person Specification to the actual position described therein. The incumbent agrees to undertake this position in accordance with the J&P Specification, understanding that it may be reviewed from time to time and altered by agreement between the parties.

Incumbent:	Print Name:	Date:
	Signature:	
Immediate manager	Print Name:	Date:
	Signature:	
CHIEF EXECUTIVE OFFICER or Delegate (if appropriate)	Print Name:	Date: