

# Position Description

<b>POSITION TITLE:</b>	<b>Administration Officer (Executive Support / Generalist)</b>
<b>POSITION TYPE &amp; TENURE:</b>	<b>Full-time (1.0 EFT), Ongoing</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Award Level 3</b>
<b>DELEGATION TIER:</b>	<b>Nil (administrative delegations only, as authorised)</b>
<b>REPORTS TO:</b>	<b>Chief Operating Officer / Company Secretary (or nominated manager)</b>
<b>DIRECT REPORTS:</b>	<b>None</b>
<b>LOCATION:</b>	<b>Melbourne – ONSITE (with occasional interstate travel as required)</b>

## ABOUT NO TO VIOLENCE

No to Violence is Australia's peak body for individuals and organisations committed to ending men's use of family violence. We provide training, sector development and policy advice and advocacy on behalf of members. We operate the Men's Referral Service, providing a counselling service and referral pathways directly to men who use violence. As a feminist organisation, women and children are at the centre of what we do - by ending men's use of family violence, families, individuals, and communities are safer.

## POSITION SUMMARY

The Administration Officer (Executive Support / Generalist) provides high-quality, responsive and confidential administrative support across the organisation. The role acts as a central point of coordination for diaries, meetings, travel, correspondence, records and general office operations, and supports priority projects and events through practical, hands-on assistance. This role works with discretion, initiative and strong attention to detail to keep day-to-day operations running smoothly and to enable staff to focus on service delivery and organisational outcomes.

## DELIVERABLES

**Key accountabilities focus on executive and team support, office coordination, records and administration, and practical project/event support.**

- Manage diaries, meeting requests and room bookings, including prioritisation, confirmations and reminders.
- Prepare reports from various client management systems such as Employment Hero, Sentient, Microsoft office suite, papers and briefing packs; take minutes and track actions to completion.
- Coordinate travel, accommodation and itineraries; process related bookings and approvals.
- Draft, proofread and format correspondence, reports and documents using organisational templates.

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- Handle confidential and sensitive information appropriately and maintain professional boundaries.

## **Key Accountability 2: Office coordination and administrative systems**

- Provide front-of-house support including responding to calls/emails, welcoming visitors and triaging requests and ensuring that the office is kept clean and all signage is up to date (ie fire warden signs, First Aiders, Union Reps)
- Coordinate onboarding logistics for new starters (e.g., welcome information, induction bookings, access requests, access passes) in collaboration with ICT and People & Culture.
- Follow up pre-employment requirements with new starters and managers (e.g., police checks, WWCC) and maintain relevant trackers/registers.
- Arrange preparation and postage/courier of ICT equipment (e.g.laptops) and organisational collateral to new staff across sites; track delivery and returns.
- Maintain the ICT asset register (allocation, serial numbers, issue/return dates) and support periodic asset stocktakes.
- Maintain efficient filing and records management (electronic and hard copy) in line with privacy and information management requirements.
- Maintain the Safety Data Sheets (SDS) register and support access to current SDS information as required.
- Coordinate office supplies, stationery orders and basic facilities requests; escalate issues as required.
- Support administration across HRIS, Sentrient and other internal systems as required (e.g., maintaining user lists, data quality, and standard records).
- Maintain Key Organisational Document Register, and ensure that the correct templates and version control is contained on all policies and procedures and that policies and procedures are kept in date.

## **Key Accountability 3: Coordination of meetings, events and internal communications**

- Coordinate internal and external meetings, including invites, catering, accessibility needs, set-up and technology checks as required.
- Support the organisation's events, training sessions and forums through logistics, attendee management and materials preparation as required by events and promotions coordinator.
- Maintain contact lists and distribution groups as required.
- Prepare routine communications (e.g., staff updates, reminders, internal event comms) and support consistent use of templates/branding in conjunction with People and Culture.
- Support set up and running of employee health and wellbeing activities

## **Key Accountability 4: Project support and continuous improvement**

- Provide practical support to priority projects (e.g., data collation, scheduling, formatting, stakeholder coordination) as directed.
- Maintain simple trackers (e.g., action registers, compliance registers, tasks lists) and follow up with owners on due dates.

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- Maintain and update organisational systems and registers, including HRIS and MILO/SharePoint sites as directed (e.g., user access, content hygiene, document version control).
- Maintain emergency management registers and site information (e.g., wardens lists, evacuation diagrams/registers, emergency contact lists, BCP and Emergency Management Plans) and support periodic checks/updates.
- Complete first aid kit audits and coordinate restocking/replacement in line with requirements and site needs.
- Complete onsite audits and checks as scheduled (e.g., office safety checks, facilities checklists) and record outcomes/actions for follow up, including liaising with Building Management to get copies of reports.
- Generate and distribute monthly compliance reports and dashboards for People & Culture and Quality, Risk & Compliance (e.g., mandatory training, checks, policy attestations, incident reporting, actions due, and follow up with managers to ensure incidents are closed off).
- Identify opportunities to streamline administrative processes and document standard ways of working.
- Contribute to quality and compliance activities through accurate record keeping and timely document control.

## WHAT WE ARE LOOKING FOR IN THIS ROLE

### Skills

- High-level administrative and organisational skills, including planning, prioritising and meeting competing deadlines.
- Strong written communication skills (proofreading, formatting, document control) and ability to draft routine correspondence.
- Excellent interpersonal skills, including a professional phone manner and the ability to work with diverse stakeholders.
- Strong attention to detail and accuracy, including managing confidential information sensitively.
- Proficiency with Microsoft 365 (Outlook, Word, Excel, Teams, SharePoint) and ability to learn new systems quickly.
- Ability to produce accurate routine reports (e.g., monthly compliance reports), maintain registers, and manage data quality across systems.
- Ability to complete checklists/audits and follow up actions, including liaising with relevant staff to close out items.
- Initiative and problem-solving, with a practical, hands-on approach and willingness to support where needed.

### Experience and Knowledge

- Demonstrated experience in a generalist administration, executive support or office coordination role.
- Experience coordinating meetings, preparing agendas/minutes and tracking actions.

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- Experience administering HRIS and other systems (e.g., maintaining staff records, user lists, and data integrity) and supporting system-based workflows.
- Experience with records management, document version control and maintaining shared drives/SharePoint/MILO Intranet sites.
- Experience maintaining registers and compliance trackers (e.g., police checks/WWCC, SDS register, emergency management registers).
- Experience completing routine audits/checklists and coordinating follow up actions (e.g., onsite office safety checks, first aid kit audits/restocking) (desirable).
- Experience generating routine monthly reports (e.g., mandatory training/compliance reporting) for HR and Quality, Risk & Compliance (desirable).
- Understanding of confidentiality, privacy and professional boundaries in a sensitive service environment.
- Experience supporting events, training administration or stakeholder forums (desirable).

## **Qualifications/Competencies/Licences**

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

## **PSYCHOLOGICAL SAFETY REQUIREMENTS OF THE ROLE**

- Occasional exposure to sensitive content and distressing information (e.g., family violence, complaints, incident-related material) through correspondence and meeting papers.
- Managing competing priorities and time pressures, including supporting urgent requests and shifting deadlines.
- Regular interactions with a diverse range of stakeholders, including managing challenging or escalated enquiries at times.
- Requirement to maintain confidentiality and professional boundaries, including working with discretion.

## **MITIGATIONS FOR PSYCHOLOGICAL SAFETY REQUIREMENTS OF THE ROLE**

- Access to regular supervision/check-ins and clear task prioritisation with the line manager.
- Training and guidance on managing challenging communications, confidentiality and privacy obligations.
- Encouragement and support to use EAP and wellbeing initiatives, including debriefing where appropriate.
- Reasonable workload expectations, proactive leave planning and flexibility during peak periods where possible.

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## EXPECTED FOR ALL NTV STAFF

- Act in accordance with NTVs code of conduct, policies and procedures and is committed to NTVs vision, mission, values and service standards.
- Promote a 'safety first' culture and acts in accordance with NTV health and safety policies and risk management systems.
- NTV values equity, diversity and inclusion and promotes an inclusive and collaborative work environment where all staff, volunteers and service users feel welcomed, respected and valued and encouraged to fully participate, irrespective of their individual differences in background, experience and perspectives.
- Be curious, reflective and open to continuous learning and new ways of working.
- Complete all mandatory training in a timely manner, to support the delivery of high quality, safe and effective services.
- Contributes to innovation, quality activities and continuous improvement and openly share information and knowledge to enable optimal outcomes for the organisation.

Signature of Job Holder \_\_\_\_\_ Date signed \_\_\_\_\_