



Administration Assistant Job Description

Reports to:	Corporate & Executive Support Lead
Status:	Part- time
Direct reports:	Nil
Location:	Broadford

TLaWC

The Taungurung Land and Waters Council (TLaWC) acts as the voice of the Taungurung people – a people with a strong sense of shared identity, self-determining in the management of Country and culture.

As a Registered Aboriginal Party, TLaWC upholds the interests of the Taungurung people with emphasis on economic, social and cultural well-being.

TLaWCs focus is to preserve the past, protect the present and strengthen the future of the Taungurung Nation, which occupies a large part of Central Victoria.

The Office of the CEO provides strategic, administrative, and organisational support across TLaWC, ensuring effective coordination of whole-of-organisation activities, communication, and governance.

Primary Function

The Administration Assistant provides front-of-house reception and general administrative support services across TLaWC. The role ensures visitors, community members and stakeholders receive a professional and welcoming experience while supporting the efficient operation of the Broadford office.

The position works under the guidance of the Corporate & Executive Support Lead and assists with reception, office administration, facilities coordination, meeting support and customer service activities. The duties are drawn from the current Corporate Support Lead position and refocused into a dedicated part-time administration role.

Key Duties

Reception & Front of House

- Welcome visitors, community members and stakeholders.
- Manage reception and visitor sign-in processes.
- Answer and direct incoming telephone enquiries.
- Monitor shared administration and reception inboxes.
- Maintain a professional, welcoming and well-presented reception area.
- Assist with community and stakeholder enquiries.

Administrative Support

- Assist with filing, scanning and records management.
- Manage incoming and outgoing mail and courier requirements.
- Support accommodation and travel booking processes.
- Assist with document preparation and administrative tasks.
- Maintain stationery and office supply levels.
- Support administrative projects and activities as directed.

Meeting & Event Support

- Prepare meeting rooms and facilities.
- Assist with catering arrangements.
- Support organisational events, workshops and meetings.
- Set up and pack down meeting spaces.
- Maintain presentation and functionality of shared spaces.

Office & Facilities Support

- Monitor staff amenities and kitchen supplies.
- Assist with office maintenance requests.
- Support pool vehicle booking administration.
- Assist with asset register updates and record keeping.
- Report facilities and maintenance issues as required.

Role Requirements

- Ability to undertake reception and customer-facing duties.
- Reasonable level of health and fitness to undertake office support activities.
- Ability to work independently and as part of a team.

Work Health & Safety

- Comply with all TLaWC Work Health & Safety policies, procedures and reporting requirements.
- Contribute to a safe, organised and professional workplace environment.
- Identify and report workplace hazards, risks and incidents in a timely manner.
- Apply safe work practices when coordinating meetings, events, travel, office facilities and workplace activities.
- Promote a culture of safety, wellbeing and compliance within the Corporate Support team.



Role Requirements

- Hold a current Victorian Driver Licence.
- Ability to work across multiple priorities and maintain attention to detail in a fast-paced environment.
- Ability to maintain confidentiality and exercise discretion when handling sensitive information.
- Capacity to attend occasional meetings, events or governance activities outside standard business hours, with reasonable notice.
- Reasonable level of physical fitness to undertake office-based administrative duties, event support and workplace coordination activities.

Key Selection Criteria

Essential

- Experience in administration, reception or customer service.
- Excellent interpersonal and communication skills.
- Strong organisational skills and attention to detail.
- Proficiency in Microsoft Office applications.
- Ability to manage competing priorities.
- Professional and confidential approach to work.
- Current Victorian Driver Licence.

Personal Attributes

- Friendly and welcoming.
- Reliable and dependable.
- Strong customer service focus.
- Positive team attitude.
- Willingness to learn and support others.
- High level of professionalism.

To work with TLaWC applicants must have

- An understanding of the importance of country to Traditional Owners and the recognition of Taungurung as Traditional Owners
- An ability to communicate sensitively and effectively with Traditional Owners
- A commitment to self determination
- Adherence to the code of conduct

Key Performance Indicators

I _____ (Name) understand the inherent requirements of this role

Sign _____

Date _____