

Position title	Administration Manager
Business unit	Business Services
Manager	CFO/Company Secretary
Direct reports	N/A
Location	Melbourne, Australia – may work from home up to 4 days per week
Role type	1.0 FTE
Significant relationships	<p>Liaise and engage with Staff to ensure</p> <ul style="list-style-type: none"> — Member processes are accurate, timely and well documented. — they are adequately supported. — travel arrangements are aligned with company policy and practice.

Position purpose

Working closely with the CFO/Company Secretary and Business Services team, the Administration Manager performs a vital role across administrative and governance procedures and systems, such as Member, travel, general IT and systems, and secretariat support.

Key responsibilities

Member Administration

- Manage Member administration, such as
 - Membership processes (Membership applications, changes and resignations),
 - Legal Member register maintenance in Zoho CRM, and
 - Member access for related systems (i.e. Member Portal)
- Manage Member related Accounts Receivable, including issuing invoices via MYOB, updating Zoho CRM, reconciling payments and following up unpaid invoices

Secretariat Administration

- Under the direction of the CFO/Company Secretary, provide administrative support, including but not limited to
 - Coordinate workshops and meetings
 - Prepare and distribute agendas and papers
 - Prepare meeting minutes, including tracking of related action items,
 - Assist in the preparation and management of the Annual General Meeting,
 - Manage annual Secretariat and compliance calendar, and
 - Manage related travel and logistic requirements

- Manage distribution of Secretariat content on the corporate website and Member's portal

Travel Management

- Provide support and organise multi-stopover, round-the-world, and inter-continent travel arrangements as required for Australia based staff
- Manage global travel processes and Zoho online travel system, including review of travel and documentation
- Recommend travel policy updates to align with practice
- Monitor travel bookings for abnormalities, including costs, routing and travel policy compliance
- Provide training, documentation, and insurance information for new starters
- Coordinate and manage insurance claims and Australian travel management provider

System Administration and IT Support

- Manage Zoho suite user access
- System owner for Zoho CRM and Expense (including travel), including
 - Point of contact for system queries and reports,
 - Provide training and documentation for new starters,
 - Liaise with relationship Managers to support and respond to queries,
 - Provide guidance and system support for all staff ensuring its effective use, and
 - Liaise with third parties for updates and change management as required
- Assist with publishing and administration of the intranet, corporate website and Members' portal as required
- Provide IT support to the Global IT Manager, including
 - Basic IT support and assistance to staff as required, including but not limited to general troubleshooting, IT set up and template/formatting issues,
 - Assist in new computer deployment, including sourcing and coordinating tools of trade, and
 - Support onboarding and offboarding staff

General Administration

- Support Melbourne operations, including but not limited to
 - Office maintenance and third-party party liaison
 - General assistance such as coordinating catering, meeting rooms, and mail/courier services
- Support Corporate Policy updates as required including formatting, arranging translations and publishing
- Manage and maintain Zoho Expense monthly acquittals and process relevant accounts
- Project support for relevant IT, Finance or HR related projects as they arise
- Other relevant duties as directed

Skills and experience

Essential

- Demonstrated experience providing administrative support across a range of topics, including processes, systems and IT
- Experience working in a multi-faceted, service support role
- Ability to quickly learn new systems and applications
- Strong written and verbal communication skills

Desirable

- Experience using the Zoho suite and/or Adobe

Values

Our Values define our culture and guide us internally in our day-to-day work. Each Value is supported by examples of positive and negative behaviours. These are examples only and not an exhaustive list of supporting behaviours.

<p>Quality - We strive for excellence in all that we do. For our Members and clients, we are a trusted, knowledgeable and responsive partner known for exceptional advice and service delivery.</p>	
<p>Positive behaviour examples</p> <ul style="list-style-type: none"> Achieves high standards Improves the way things are done Work is accurate and timely 'Gets under the skin' of issues and seeks ways to add value Uses systems effectively e.g. CRM Allocates resources appropriately towards achievement of the Institute's objectives Shows awareness of task interdependencies and monitors tasks to ensure optimal results 	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> Misses deadlines Produces limited or poor quality work output Work includes inaccuracies or errors Unresponsive to requests or responses not timely Provides only what is asked for, without considering requests within broader context Uninterested in needs of others or improving service performance Focuses on tasks in isolation, at the expense of other work
<p>Collaboration - We work cooperatively with colleagues, clients and Members. Our teamwork goes beyond organisational and geographic boundaries to achieve exceptional results.</p>	
<p>Positive behaviour examples</p> <ul style="list-style-type: none"> Proactively and genuinely collaborates with others as a normal way of working Actively engages with others on their input Considers a range of perspectives before reaching a conclusion Approachable and shares information willingly Actively participates in discussions and is appropriately assertive and sensitive in expressing own opinion Communicates effectively via appropriate channels Communicates appropriately for the audience and situation 	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> Works in isolation, in silos or competitively Unwilling to collaborate or share information Limited or no communication to manage expectations Solicits input late, after a decision has been made or not at all Feels threatened by those with greater or different knowledge or experience Undervalues expertise of others Communication is not tailored to the audience Unable to convey complex information simply Communication is ineffective or culturally inappropriate
<p>Integrity - We hold ourselves and each other to the highest standards in all we do and say. Our actions and communications are Member and client-responsive, socially, environmentally and economically responsible, ethical and respectful of diversity.</p>	
<p>Positive behaviour examples</p> <ul style="list-style-type: none"> Complies with Institute policies and procedures Is honest and ethical Respects backgrounds and expertise of others Treats people fairly, equitably and respectfully Leads by example – 'walks the talk' Conveys difficult messages effectively and appropriately 	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> Takes risks without understanding or considering the impact Blames or makes others responsible for a problem they should deal with themselves Operates in a political and self-serving manner Sees cost management as someone else's responsibility Avoids tough conversations Tackles sensitive issues in a public forum where others can overhear Spreads gossip and speaks unkindly about others