

Position Title	Administration Lead US – Business Services
Business Unit	Business Services
Manager	CFO/Company Secretary, dotted line reporting to General Manager Client Engagement
Direct Reports	N/A
Location	Washington, D.C., USA
Role type	1.0 FTE
Significant Relationships	Liaise and engage with Business Services across the organisation and local administrative functions across business units.

Position purpose

The Administration Lead US will manage the day-to-day operations of the Americas, including reception, travel, diary management, general administrative support and compliance and governance responsibilities as required.

Key responsibilities

Finance and Travel

- Provide on the ground support to the Business Services finance team, including payroll and related benefits, in Melbourne
- Manage end to end travel requirements and support for Americas based staff and visiting Institute staff, including visas, preferred suppliers, processing invoices, monitoring costs, reconciliations, ensuring processes and procedures are followed for travel approvals, and other travel related support as required
- Liaise with designated financial institutions in the United States as required

Events

- Provide on the ground support to Regional Administrators for Client Engagement, Advocacy and Commercial functional administrators, including support in organizing and managing events, venue bookings, and webinars, if required

Human Resources

- Coordinate and manage the administration of relevant employee benefits including group health insurance and other benefits as required
- Keep up to date with applicable local legislation and benefit updates from third party providers, and share related information internally
- Maintain and coordinate relevant files and office documentation to ensure compliance with local legislation
- Research, follow up and coordination of HR matters as required

IT

- Coordinate and assist IT asset procurement, management (inventory) and deployment (with the guidance of the IT team)
- Help and work with the IT team on IT-related projects, initiatives and tasks in the region when required
- Assist and coordinate with the IT team on training, support issues (not covered by the service desk) and other tasks when requested by the Global IT Manager

Administration

- Support in booking meetings, conferences and seminars on behalf of the staff, including Board and international staff visiting the region
- Build and manage relationships with third-party suppliers
- Other duties as required

Skills and experience

Essential

- Demonstrated experience in an administration-based role, including accounting tasks, travel administration, banking and meeting and events planning
- Demonstrated experience with MS Office (Word, PowerPoint, Excel, Outlook, SharePoint) and CRM tools
- Fundamental IT knowledge of systems, application, and general IT support

Desirable

- Relevant qualification
- Experience using MYOB or other Finance Management Systems
- Experience in running webinars using tools such as Zoom or WebEx

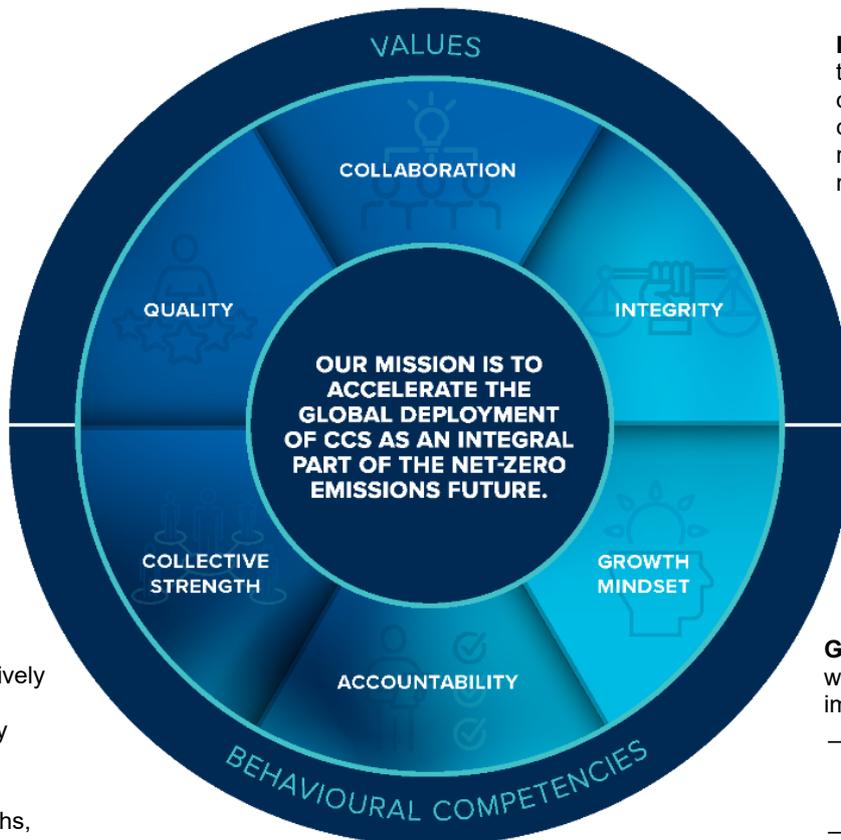
Values

Our Values underpin the way we do things at the Institute and guide us internally in our day-to-day work. The following Behavioural Competencies align with Our Values with the aim to amplify each aspect and are essential to ensure the achievement of Our Mission.

Collaboration - We work cooperatively and our teamwork goes beyond organisational and geographic boundaries to achieve exceptional results.

Quality - We strive for excellence in all that we do. We are a trusted, knowledgeable and responsive organisation known for exceptional advice and service delivery.

Integrity - We hold ourselves to the highest standards in all we do. Our actions and communications are responsive, ethical and respectful of diversity.



Collective Strength - You actively develop and leverage the Institute's collective strength by

- Honouring and acknowledging your colleagues' skills, strengths, and contributions.
- Building meaningful relationships on a foundation of trust, mutual respect, appreciation and empathy with colleagues, Members, clients, and partners.
- Facilitating people and ideas coming together beyond hierarchical and organisational boundaries through effective communication, knowledge sharing, and proactively seeking input.
- Exhibiting dedication to our purpose, your role, and what we can achieve together.

Accountability - You hold yourself and others accountable by

- Taking personal responsibility for deliverables.
- Keeping a focus on delivering outputs that are accurate, timely, and of a high standard.
- Acknowledging ownership and accountability to promote solutions.
- Identifying areas for improvement across the Institute and appropriately providing feedback to those responsible.

Growth Mindset - You seek ways to continuously learn and improve by

- Fostering an environment open to diverse ways of thinking and operating.
- Seeking, providing, and responding to feedback in a productive and respectful manner.
- Recognising the limits of your own experience and skills and taking proactive steps to grow them.
- Embracing failures, challenges, and setbacks as opportunities for growth and learning.
- Engaging in honest self-reflection and actively applying lessons learnt.