



CREATE Foundation Role Profile

Position title	Administration Assistant
Reports to	National Marketing and Communications Manager
Location	Brisbane
Salary Range	SCHADS QLD 3.1 (\$32.54p/h) + superannuation + salary sacrifice
Hours	Part time (22.8 hours per week)

Position Statement

Primary Purpose of the Position:

To provide administrative support to the marketing and communications team including database administration, administering grant schemes, preparing material for clubCREATE members and providing administrative support to the CREATE conference organising committee.

This is a highly varied role which will be fast paced and challenging at times and will require someone with strong initiative, time management and organisational skills and the ability to work autonomously with little direction.

Position Description

Key Areas of Responsibility

- Database administration including entering, amending, extracting and reporting database information
- Monthly extraction of relevant database lists and confidently sorting data lists
- Act as a champion for the databases and assist with collating and submitting request for changes
- Assist with database queries and support team member training as required
- Manage the administrative tasks for the clubCREATE membership program including but not limited to processing Return to Senders, updating and investigating duplicates, administering magazine competition entries, distribution of prizes and liaison with members
- Contribute to the promotional aspect of the clubCREATE membership program
- Assist in the disbursement of Conference Grants including liaison with young people and carers, inputting relevant information onto online forms, collating and reviewing information to ensure accuracy and working with internal stakeholders on booking of travel and accommodation.

- General office administrative duties including but not limited to mail and couriers, stationery orders, answering phone calls, room bookings, arranging catering and coordinating internal print jobs.
- Assist the national CREATE team with communications projects, event management and logistics as required.
- Other duties as assigned.

Key Result Areas

- CREATE databases and relevant database tasks are efficiently and accurately managed
- Database extraction lists are delivered in a timely manner and information sorting is accurate
- clubCREATE administrative functions are completed on time, on budget and communications are effectively executed
- clubCREATE member details are kept confidential
- Accurate and timely communication and correspondence is maintained both internally and externally
- Timely and effective coordination of general administrative duties
- Work with a high level of autonomy and show initiative to solve problems and overcome barriers

Reporting

This position reports directly to the National Marketing and Communications Manager.

Financial Management

This role does not have delegated financial responsibility.

Key Relationships

Internal

- Marketing team members
- Operations team
- State Coordinators
- CEO's PA

External

- clubCREATE members, their carers and case workers

Organisational citizenship and team work

- Demonstrate an active, dedicated commitment to the CREATE Mission, Vision and Core Principles.
- Actively seek to understand, represent and support CREATE's vision and company position to all stakeholders, internally and externally.
- Interpret, implement and adhere to organisational policy and procedure.
- Actively contribute to an environment of personal and physical safety for all staff, visitors and young people (incorporating company guidelines including OHS, discrimination and harassment, etc.)
- Participate in national CREATE initiatives, projects and events.

Selection Criteria

(Not to exceed 2 pages in total)

1. Highly developed administration skills and experience in an administration assistant or support role.
2. High level of computer literacy skills and experience with Microsoft Office in particular Word, Excel and PowerPoint
3. Highly developed written and verbal communication skills with an ability to communicate accurately and concisely.
4. Demonstrated highly effective time management skills, highly organised and ability to prioritise a busy workload.
5. Ability to work autonomously to a high standard, with a high level of autonomy and show initiative to solve problems and overcome barriers.
6. Positive Working with Children Check.

Desirable Criteria

1. Experience in a non-profit organisation.
2. An understanding of the out of home care system.
3. Data entry and data management experience.