

Position Description – Administration Team Leader

Core Detail

Title	Administration Team Leader
Role	The Administration Team Leader is responsible for managing the smooth operation of the administration services at TriCare’s Head Office on a day-to-day basis.

Position Parameters

Employment	Full time, permanent
Reporting to	Staff Performance Manager
Staff directly supervising	Administration Officer, Administration Team Member
Expenditure Limit	\$5,000
Location	TriCare Head Office, 250 Newnham Road, Mount Gravatt, QLD.

Detailed Description of the Position

Management of the Administration Team	<ul style="list-style-type: none"> • Manage the work load and work flow of the Administration Team. • Allocate tasks and responsibilities to staff within the Administration Team. • Ensure the work and services of the Admin Team are efficient and meet the expected quality. • Mentor the Administration Team staff. • Contribute to team outcomes. • Develop and update administrative systems to make them more efficient. • Manage Administration Team appointments in conjunction with Human Resources.
Diary Management, Office Coordination and Travel	<ul style="list-style-type: none"> • Coordinate all daily administration activities and diary management, including arranging appointments, booking meeting rooms and conference facilities. • Organise travel and accommodation for staff

Calls and Correspondence	<ul style="list-style-type: none"> • Answering incoming calls, taking messages and re-directing calls. • Responding and re-directing email enquiries. • Distribute incoming, and process outgoing, mail. • Maintain contact lists. • Handle queries from managers and employees.
Ordering	<ul style="list-style-type: none"> • Order Office stationery and supplies. • Track stocks of office supplies. • Order uniforms for staff as required.
Filing and Database	<ul style="list-style-type: none"> • Maintain physical and electronic filing systems for departments at Head Office. • Maintain internal databases. • Copying, binding, scanning, etc.
Accounting and Data Entry	<ul style="list-style-type: none"> • Code and/or approve invoices. • Reconcile corporate credit card statements and receipts. • Process basic accounting matters.
Reports and Correspondence	<ul style="list-style-type: none"> • Produce and distribute memos, letters, faxes and forms. • Assist in the preparation of regularly scheduled reports. • Write letters and emails on behalf of other office staff.
Reception	<ul style="list-style-type: none"> • Manage reception. • Cover the reception desk when required. • Greet and assist visitors to the office.
Rental Properties	<ul style="list-style-type: none"> • Manage approximately fifteen rental properties with the assistance of real estate agents, including approving maintenance expenditure and tenancy agreements.

Skills and Knowledge

- Proven experience as an office administrator, office assistant or relevant role.
- Familiarity with office management procedures.
- Strong organisational and leadership skills.
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- Excellent knowledge of MS Office and office management software (ERP etc.).
- Understanding of basic accounting principles, would be helpful.

Personal/Other Attributes

- Personal accountability and responsibility.
- To act and behave honestly with integrity.
- Able to meet deadlines and work under pressure.
- Able to prioritise effectively.
- Strong interpersonal and communication skills.
- Ability to participate actively and constructively within a team.
- Attention to detail and problem solving skills.

Experience

- At least 3 years' experience proactively supervising staff.

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Quality Performance Improvement Review.