Administration Assistant – Mylestones Position Description

Position title:	Administration Assistant
Classification:	Labour Market Assistance Industry Award, Administrative Assistant, Pay Point 1
Reports to:	Manager/Supervisor

About CPL – Choice, Passion, Life

CPL is a leading community support provider across Queensland and Northern New South Wales, partnering with people with disability and their families to create meaningful change.

Through personalised support, specialised guidance and expertise in collaborative decision making, we empower each person to live the life they want at every stage.

We are driven by a deep commitment to understanding our clients' aspirations and turning their vision into reality.

Drawing on decades of experience, we deliver practical, impactful support that makes a real difference – combining our expertise with genuine care to support individuals, families, and communities.

Our vision

An inclusive society for all people.

Our purpose

To provide services for people with disability so they can lead the life they choose.

Our difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our values

Our values are known across CPL Group as 'Our Way'. It sets the standard for how we behave with each other and with the people we support, no matter our role, location or brand. By living these values every day, we create trust, build strong relationships and support people to live the lives they choose – together.

Understand the person

Recognising each client and employee as an individual, respecting their choices and shaping your approach around what matters most to them.

Give great service
Delivering high quality support to clients and to each other that is consistent, safe, reliable and focused on what matters to that person.

Work together
Together has strength. Collaborating between teams, brands, locations and across the community to create better outcomes.

Find better ways
Improving how you work to provide better outcomes and experiences for clients and employees.

Position purpose

To provide quality clerical, administrative and secretarial services to achieve optimum levels of support to the business area/service.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key responsibilities

- Provide clerical, administrative, receptionist and/or secretarial services as appropriate to ensure optimum support to the business area/service.
- Deliver professional customer service which positions the organisation positively and favourably with all who come into contact, in a timely manner.
- Maintain effective relationships with relevant internal and external stakeholders to ensure quality outcomes are achieved.
- Maintain established business processes and systems for the successful administrative functioning of the business area/service in accordance with CPL policies and procedures.
- When required undertakes routine office activities which may include mailing, filing, banking, tracking of accounts, invoices, orders, and maintenance of basic records in accordance with CPL policies and procedures.
- Actively participates in induction, training and regular team meetings as directed.
- Undertakes other responsibilities as required and directed by the Supervisor or Manager.

Supplementary responsibilities

- Embodies CPL Group values in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key customers

- Reports directly to the Supervisor or Manager.
- Liaises internally with; local and head office staff, administrative teams, clients and families.
- Liaises externally with: Government staff and appropriate representatives from funding bodies, other local service providers, the public, suppliers and contractors.

Selection criteria

Applicants must individually address the following criteria in writing to be considered for this position:

- Effective interpersonal and communication skills, including a professional telephone manner.
- Demonstrated organisational, time management and task prioritisation skills including the ability to achieve outcomes under pressure and within deadlines.
- Demonstrated ability to work in a team environment and also independently to deliver results.
- Beginner skills in computer software applications and technologies, including the Microsoft Office suite of programs and Internet Explorer.

Additional requirements

These do not need to be addressed in selection criteria but must be included in application:

- Current 'C' class driver's licence with regular access to vehicle.
- A Working with Children Check, Blue Card in Queensland, or a Working with Children Check in New South Wales.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.