

POSITION DESCRIPTION

ROLE:	<i>Office Administrator</i>
ROLE PURPOSE:	The purpose of this role is to provide administrative support for HIA services and regional projects, produce regional publications and secretarial assistance to the Executive Director
WHAT DOES THE ROLE DO:	<p>The Office Administrator:</p> <ul style="list-style-type: none"> • Performs administrative and sales functions to support the smooth running of the Hunter office, including support to commercial business units and regional projects • Assists the region achieve operational and performance targets in accordance with the HIA's business plan • Produces the Hunter Regional E-news publications and manages Social Media Accounts • Assists with the coordination of HIA events • Provides executive assistance to the Executive Director
HOW IS THE ROLE DONE:	<p>Events, Training & Publications</p> <ul style="list-style-type: none"> • Assist in the delivery of a high quality event and training programs • Attend events, including information night meetings and participate with registrations as needed • Telemarketing for events and training courses • Assist with the preparation of support material for events and training courses • Help to ensure all internal and external training room facilities and catering requirements are organised prior to each course / event • Catering assistance with in-house events and room hires • Help maintain registration system for all events • Assist with establishing, developing and maintaining new corporate relationships in the event, training and publication areas and promote partnership opportunities • Produce the Hunter Region E-News • Manage HIA Hunter Social Media Accounts • Assist in the management of the publications budget • Executive Assistant to Regional Executive Director • Assist Regional Executive Director with projects as necessary • Assist with executive level member events including Regional Executive Committee meetings, Annual General meeting and staff functions as necessary <p>General Administration</p> <ul style="list-style-type: none"> • Collect, open and distribute mail as required • File all correspondence accordingly in order to maintain a reliable filing system • Reception duties, servicing membership as required

	<ul style="list-style-type: none"> • Ensure all work output is accurately timed and is of a high professional standard and is in accordance with HIA procedures and instructions • Follow up with invoicing and banking as required • Operate petty cash account as required • Order and sell HIA stationery and products, follow through with invoicing and stock-take at intervals • Process banking as required • Other duties as requested by Manager
<p>KEY ACCOUNTABILITIES:</p>	<p>The Office Administrator will:</p> <ul style="list-style-type: none"> • Ensure that the budget and profitability of the regional publications budget is achieved • Ensure that each issue of Regional e-news publications is produced to a high standard and distributed within the required timeframes • Work closely with Executive Director to ensure quality new projects that provide value to HIA and its members are developed locally • Provide high quality administrative support to the events teams, and the wider Hunter team • Develop and maintain excellent relationships with members and the Hunter team through assisting business units to undertake a broad range of member service activities • Proactively assist with identifying business risks and opportunities to continually improve the efficiency and effectiveness of the region
<p>ATTRIBUTES & EXPERIENCE:</p>	<ul style="list-style-type: none"> • Strong organisational and time management skills and ability to deliver results and meet all deadlines • Self-motivated and the ability to work within a team environment • Excellent oral and written communication skills • Sound judgement, a commitment to quality of service and a proven track record in responding to client needs • Knowledge and ability to utilise Microsoft office packages ie Microsoft Outlook, Word, Excel etc • Knowledge and ability to utilise CRM software desirable • Experience in managing competing priorities and achieving results • Ability to demonstrate initiative and produce quality outcomes
<p>REPORTING:</p>	<p>Executive Director</p>