

Job Title: Office Administrator

Reports to: Office Manager

Hours: Full-time (40 hours a week)

Location: Melbourne

About the Organisation:

At Al-Ayn, we are committed to ensuring that every orphaned child living in poverty has access to the tools and opportunities they need to overcome their difficult experiences. We believe that when a child fulfils their potential, their own future is transformed as well as their families', their communities', and society's at large. In order to achieve that, we are led by our core values of transparency, dignity and empowerment.

Job Overview:

An Office Administrator performs various types of administrative functions in the organisation. Their duties include designing office workflows, supporting Office Managers and department heads and serving as the first point of contact between the charity and its donors, supporters, and visitors. They also maintain file systems, organise company events, schedule appointments, and manage the reception area. They play a primary role in ensuring that all office administrative functions are coordinated to achieve a high level of productivity within the charity.

Key Responsibilities:

- Receiving donors and sponsors during office hours and handling their queries
- Act as first point of contact for donors for all admin-related queries, handling complaints and identifying solutions
- Main point of contact for the phone and written communication
- Responding to emails promptly and efficiently
- Managing the donor database
- Dealing with the post, scanning, and filing
- Keeping office well stocked
- Sending regular emails and text messages to the mailing lists
- Communicating with Al-Ayn (Iraq) to request any needed information
- Assist with the smooth running of the day-to-day business
- Support with organising company events
- Book meeting rooms and conference facilities
- Organise travel and accommodation for staff and other external contacts

Education/Experience:

- Experience in a relevant role

Skills:	Essential	Desirable
Administrative expertise	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Strategy creation and execution	<input type="checkbox"/>	<input type="checkbox"/>
Digital skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Data literacy and reporting skills	<input type="checkbox"/>	<input type="checkbox"/>
Advisory skills and business understanding	<input type="checkbox"/>	<input type="checkbox"/>
Excellent written, verbal, and presentation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Intercultural sensitivity and inclusive language skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong working knowledge of Microsoft Office Programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good oral and written communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work to agreed outcomes without supervision	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work within agreed business processes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fast data entry ability/keyboard skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Driving license	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Good presentation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Project management skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fluency in Arabic	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Time management	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Competencies:	Essential	Desirable
Excellent organisation and effective communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Conflict resolution and critical thinking	<input type="checkbox"/>	<input type="checkbox"/>
Proactivity and self-motivation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Great listening and rapport building	<input type="checkbox"/>	<input type="checkbox"/>
Ability to work as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Leadership and coaching skills	<input type="checkbox"/>	<input type="checkbox"/>
Excellent customer service skills and telephone manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong attention to detail and organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The ability to manage pressure and conflicting demands, and prioritise tasks and workload	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hard working and eager to learn	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tact, discretion, and respect for confidentiality	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional Requirements:

Flexibility of working outside working hours.