POSITION DESCRIPTION

Position Title:	Office Manager	**Department:**	Karlka Commerce
Reports To:	Karlka Commerce General Manager	**Location:**	Newman
Direct Reports:	N/A	**Award & Classification:**	As per Letter of Engagement

About Us

Karlka Nyiyaparli Aboriginal Corporation RNTBC (KNAC) is a not-for-profit organisation and the Native Title representative group for the Nyiyaparli People who are the Traditional Owners of land and water areas in the east Pilbara region.

The Determination Area (approx. 40,000 square kms) of Nyiyaparli traditional country and encompasses the town of Newman, the Aboriginal communities of Jigalong and Parnpajinya, several pastoral leases and significant mining operations and include ceremonial sites, songlines, permanent pools and natural resources.

Position Purpose

The Newman Office Manager will be responsible for the efficient functioning of the KNAC Newman Satellite Office by managing member support, administrative duties, reception, community engagement, and record-keeping. This role will involve supporting KNAC members, providing high-level confidential administrative support to the Karlka Commerce General Manager, and ensuring seamless daily operations. The Office Manager will also handle additional tasks such as organising meetings, travel arrangements, and liaising with staff in South Hedland as required. The position is designed to cover a broad scope of responsibilities, and requires flexibility, initiative and adaptability to meet the dynamic needs of the office and its stakeholders.

This position description is not intended to limit the scope or responsibilities of the role but to highlight the most important aspects.

Specific Duties	Success Indicators
Member Support	
Member Support: General • Coordinate Member support with South Hedland team • Organise transport and/or transport Members to/from services, office and appointments • Support greater respect and credibility for KNAC Aboriginal engagement in Newman • Communicate regularly with local services • Refer Members to appropriate service providers • Follow KNAC procedure for New Member applications and pass them on to Member Registrar for processing • Communicate important details to New Members to ensure they understand all aspects of the application • Assist in creating Letter of identification, ensuring ID is collected and verified in person	***All enquiries from Members are resolved and appropriately directed to the correct team*** ***Record confidential activities privately with restricted access*** ***A high level of professional member service is provided***

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Member Support: Employment • Coordinate Member workshops based in the Newman Office • Assist Members with employment opportunities, applications and training options • Refer Members to the right Member Support Officer in South Hedland **Member Support: Business** • Assist interested Members with the Karlka Member Business Register sign up • Refer to the commerce team • Discuss the Mutual Trust Business Application and put them in touch with the Trust to discuss further	
Leadership	
• Ensure appropriate induction of new employees and volunteers, access, and WHS • Coordinate any volunteers or employees in day-to-day tasks, providing leadership • Ensure sufficient coverage of the office during breaks and team meetings to meet business operating hours • Support any low to moderate complaints received from members and stakeholders • Support new employees to complete the new employee documentation • Ensure knowledge on corporation wide processes and policies	***Implements any relevant development plans to ensure that employees are performing to their capability*** ***Always represents KNAC in a professional manner and in accordance with the Code of Conduct.*** ***Demonstrates consistent leadership that fosters a positive work environment*** ***Role models correct behavior and assist in maintaining a high performing organisational culture***
Administration, Reception and Support Duties	
General • Day-to-day office inquiries with Members, refer to appropriate departments and services • Support Community inquiries • Ensure up to date referral manual/ list of services and contacts • Directly escort guests or visitors to specific areas or offices to minimise visitors or members walking through the office unaccompanied • Maintain Newman office calendar to coordinate all visits, activities and in house meetings	***High level of administration provided with deadlines adhered to accordingly*** ***A high level of professional member service is provided*** ***Office Calendar is updated accurately*** ***Office Supplies are kept up to date*** ***Maintain office machines, including printers, copier, and phones, by proactively addressing issues and organising routine maintenance*** ***Front office area is clean and tidy*** ***Mail is distributed in a timely manner*** ***Record and visitor logbooks are up to date***

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• Provide approved access to office (KNAC departments, Rangers, Members, cleaners, and maintenance etc.) • Operate and organise office machines, including printers, copiers, and phones • Manage document-related tasks such as printing, scanning, faxing, and copying • Monitor and replenish basic office supplies to ensure availability • Coordinate all in house meetings (including catering, travel, room set up (IT) • Keep up to date with community announcements including services activities and funerals. • Maintain Noticeboard and adhere to information sensitivity guidelines • Coordinate cleaners and cleaning schedule • Oversee reception area remains clean, tidy, and safe from hazards • Coordinate schedule for all fire alarms and extinguishers. **Property Management** • Regulatory maintenance as per lease requirements – smoke alarm testing, exit lights • Manage building and garden maintenance • Coordinate cleaners and cleaning schedule **Provide daily assistance to the Karlka Commerce General Manager.** • Meeting preparation e.g. Agenda, Minutes (internal use) and action tracking • Attend meetings on ADHOC basis • Crosscheck and edit documents • File and organise documents • Coordinate travel arrangements and schedule • Provide efficient and proactive support • Coordinate logistics for any internal or external meetings as required • Oversee stationery, kitchen and other supplies inventory and orders	***Meetings and events are planned, scheduled, booked and run successfully*** ***Consideration for logistics of travel arrangements*** ***Office and reception are stocked and clean*** ***All processes and schedules are followed correctly***
Engagement and records keeping	
• Attend shire events, openings and interagency meetings and events on KNAC behalf (at request)	***Documents and communication met with a sense of urgency*** ***Organisation and Communication***

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• Maintain data, documents, logbooks, assets and events registry • ProvideKarlka Commerce General Manager with key information • Ensure organised internal filing system • Dispose of confidential documents securely • Maintain data for monthly board report and email to the Karlka Commerce General Manager	***Consistently always represents KNAC in a professional manner*** ***Time management***
Work Health & Safety ("WH&S")	
• Always maintain and encourage the highest safety standards • Comply with all WH&S standards, policies, and procedures • Report all accidents and/or incidents to Management immediately • Conduct periodic checks to remove hazards from work areas • Rectify identified hazards where possible and report to Management as soon as possible • Assess risks in all situations • Keep in touch with the Karlka Commerce General Manager when working alone	***Consistently adheres to WH&S policies and procedures*** ***Hazards are actively managed and reported*** ***Zero preventable WH&S incidents***

General Duties

- Always represent KNAC in a positive and professional manner
- Adhere to KNAC policies including Code of Conduct and Uniform policies
- Maintain a friendly and approachable attitude towards all employees, members and stakeholders
- Respect all equipment and property and use with care to avoid unnecessary damage
- Complete all other duties as assigned
- Attend meetings and training as required
- Respect KNAC's confidentiality by maintaining the privacy and confidentiality of information and refraining from disclosing any sensitive or confidential details
- Promote a safe and inclusive work environment by strictly adhering to policies that prohibit engaging in bullying or sexual harassment, ensuring all interactions with colleagues are respectful, professional and free from any form of harassment or discrimination
- Undertake the responsibilities of the position adhering to:
  - Equal opportunity and anti-discrimination legislation and requirements
  - Work Health and Safety (WH&S) legislation and requirements
  - Legal requirements
  - Cultural and ethical considerations
  - All policies and procedures of KNAC

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Knowledge, Skills and Personal Attributes
• Previous experience working with Nyiyaparli/other Aboriginal people • Excellent interpersonal and communication skills & ability to engage effectively with a variety of people • Proven ability to make decisions and solve problems • Ability to follow established procedures and practices as well as follow instructions • Ability to work unsupervised and as part of a team • Excellent computer literacy and skills • Strong time management and organisational skills with the ability to prioritise, multi-task and work under pressure • Excellent attention to detail and a commitment to confidentiality • Enthusiastic, proactive, decisive, flexible and self-motivated • Well-presented, positive attitude, strong work ethic and a strong willingness to learn • Proficient in report writing and document editing
Qualifications & Experience
Essential • 2 years relevant experience in a similar role • National Police Check • Working with Children Check (WWCC) ***Desirable*** • Completed or studying towards a tertiary education in Office Administration

Approved by:		**Date:**	
I have read the above Position Description and understand and accept the role requirements for the position of Newman **Office Manager.**			
Employee Signature:		**Date:**	
Note: The above information on this position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.			

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