

POSITION DESCRIPTION			
Position Title:	Office Manager	Department:	Corporate Services
Reports To:	Community & Corporate Services Manager (GM CCS)	Location:	South Hedland
Direct Reports:	Member Services Team (currently 2)	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 Office Manager supports the operational functions of corporate and community services by facilitating all corporate administrative functions, coordinating meetings and travel procedures , providing high-level and confidential corporate administrative support, and liaising with KNAC members as required. Direct support is also provided to the Corporate and Community Service General Manager in addition to the line management of the Member Services Team. <i>This position description is not intended to limit the scope or responsibilities of the role but to highlight the most important aspects.</i>			
Specific Duties		Success Indicators	
Leadership			
- Coordinate daily tasks and provide leadership to employees. - Ensure timesheets and leave forms are completed. - Maintain office coverage during breaks, team meetings, and staff leave. - Manage supplier administration and compliance registers. - Develop and maintain corporation-wide processes and policies. - Provide high-level administrative support to GM CCS, including calendar management and travel bookings. - Oversee corporate functions like uniforms, room bookings, fleet, and facilities. - Generate weekly reports and statistics for team meetings. - Attend weekly meetings, manage agendas, and oversee external guests. - Undertake other high-level administrative activities as needed.		<i>Regularly reviews team performance to ensure continuous improvement.</i> <i>Implements development plans to maximize employee potential.</i> <i>Consistently represents KNAC in a professional manner.</i> <i>Demonstrates leadership that fosters a positive and supportive work environment.</i> <i>Role models appropriate behaviour and contributes to developing a high-performing team.</i>	

Administration, Reception and Support Duties	
• Direct and support daily front office inquiries from members, volunteers, and KNAC employees. • Supervise and support Member Support Officers. • Provide member services, including reception, trust applications, and support. • Maintain the office calendar to coordinate all visits. • Operate and organise office machines, such as printers, copiers, and phones. • Manage document-related tasks, including printing, scanning, faxing, and copying. • Monitor and replenish basic office supplies to ensure availability. • Manage all in-house meeting rooms, including daily checks, setup, and IT support. • Check, record, and disseminate all incoming and outgoing correspondence daily.	<i>Provides high-level administration, meeting all deadlines.</i> <i>Delivers professional and high-quality member service.</i> <i>Maintains an accurate and up-to-date office calendar.</i> <i>Keeps office supplies well-stocked.</i> <i>Proactively maintains office machines, including printers, copiers, and phones, and organizes routine maintenance.</i> <i>Ensures the front office area is always clean and tidy.</i> <i>Distributes mail promptly.</i> <i>Keeps record and visitor logbooks up to date.</i>
• Oversee inventory and orders for stationery, kitchen, and other supplies. • Ensure the reception area remains clean, tidy, and hazard-free. • Review signage for relevance, appropriateness, and up-to-date information. • Co-ordinate schedules for fire alarms, extinguishers, first aid kits, air conditioning servicing and water filters.	<i>Plans, schedules, books, and executes meetings and events successfully.</i> <i>Manages logistics for travel arrangements effectively.</i> <i>Ensures the office and reception areas are well-stocked and clean.</i> <i>Adheres to all established processes and schedules accurately.</i>
Work Health & Safety ("WH&S")	
• Always maintain and promote the highest safety standards. • Comply with all WH&S standards, policies, and procedures. • Report all accidents and incidents to Management immediately. • Conduct regular checks to identify and remove hazards from work areas. • Rectify identified hazards where possible and report to Management promptly.	<i>Consistently adheres to WH&S policies and procedures.</i> <i>Actively manages and reports hazards.</i> <i>Maintains zero preventable WH&S incidents.</i>
General Duties	
• Always represent KNAC positively and professionally. • Contribute equitably to maintaining the cleanliness of the KNAC. • Maintain a friendly and approachable attitude towards all employees, members, and stakeholders. • Respect all equipment and property, using them with care to avoid unnecessary damage. • Complete all other duties as assigned. • Attend meetings and training as required.	

- Maintain the privacy and confidentiality of KNAC information, refraining from disclosing sensitive or confidential details.
- Promote a safe and inclusive work environment by adhering to policies against bullying, harassment and sexual harassment, ensuring respectful and professional interactions free from any form of harassment or discrimination.
- Undertake responsibilities in compliance with:
 - 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.

Knowledge, Skills and Personal Attributes

- Excellent interpersonal and communication skills, with the ability to engage effectively with a variety of people.
- Proven ability to make decisions and solve problems.
- Ability to follow established procedures and instructions.
- Capable of working unsupervised and as part of a team.
- Strong computer literacy and skills.
- Exceptional time management and organizational skills, with the ability to prioritize, multi-task, and work under pressure.
- Excellent attention to detail and a strong commitment to confidentiality.
- Enthusiastic, proactive, decisive, flexible, and self-motivated.
- Well-presented, with a positive attitude, strong work ethic, and a willingness to learn.

Qualifications & Experience

Essential

- Minimum of 3 years of proven experience in a similar role
- National Police Check
- Drivers Licence

Desirable

- Completed or currently pursuing tertiary education in Office Administration.
- Experience in managing office functions.
- Familiarity with WH&S standards and practices.
- Previous experience in providing high-level administrative support to senior management.

Approved by:

Date:

I have read the above Position Description and understand and accept the role requirements for the position of **Office Manager**.

Employee Signature:

Date:

Note: The information provided in this position description outlines the general nature and level of work performed by employees within this classification. It is not intended to be an exhaustive list of all duties, responsibilities, and qualifications required of employees assigned to this role.