



THIRRILI

Administrative Support Officer(s)

Location:	Remote
Position Type:	Full Time – 38 hrs per week Fixed-term to 30 June 2026. Working outside of normal business hours and some travel may be required
Employment Instrument	SCHADS Award – Level 3
Delegation:	In accordance with Thirrili Delegations Policy
Reporting to:	Manager, Corporate Services
Salary:	Per award, salary packaging available

Aboriginal and Torres Strait Islander people are encouraged to apply for this opportunity (under section 51 of the Equal Opportunity Act 1984)

Organisational Overview

Thirrili is a proud Aboriginal and Torres Strait Islander Community Controlled Organisation, we recognise the strengths of our communities and uphold protective boundaries for individuals, families and communities that allow self-determination.

Our Vision

That Aboriginal and Torres Strait Islander families and communities are thriving and flourishing for future generations.

Our Purpose

To provide support to Aboriginal and Torres Strait Islander peoples with the acknowledgement of shared, collective, continuous ancestral connections, by drawing on cultural ways of knowing, being, and doing.

Our Cultural Values

Our cultural values are embedded into all aspects of our organisation. We are:

- Collective, working with communities by invitation to support community led decision making,
- Respectful, working with communities under their protocols, at their direction,
- Reciprocal, ensuring we provide support and service when communities grant us their trust,
- Relationship based: we understand, and respect that our relationship with individuals, families and communities is based on a continuum of care which reaches beyond any one incident or event, and is founded in our shared identity as Aboriginal and Torres Strait Islander peoples,
- Diverse, our organisation reflects the complex composition of Aboriginal and Torres Strait Islander communities in Australia, is inclusive and accessible to all.

Position Overview

Reporting to the Manager, Corporate Services and working closely with the Executive Team, the **Administration Support Officer** plays a vital role in ensuring the effective delivery of high-quality administrative and operational support across Thirili. This position contributes to the smooth running of day-to-day operations, strengthens internal systems, and supports the wellbeing of staff so that the organisation can continue to provide critical services to communities.

Key responsibilities include:

1. Executive & Corporate Services Support:

- Assist in managing calendars, scheduling meetings, and preparing agendas and minutes for the Executive Team.
- Provide logistical support for internal and external meetings (room/platform setup, documents, follow-up).
- Support HR administration (onboarding/offboarding, maintaining staff records, internal communications).
- Liaise with IT service providers to support systems access and equipment requests.
- Assist with booking and coordinating travel for Executive and Corporate Services staff.
- Support basic finance tasks (processing invoices, tracking expenses, procurement processes).
- Assist in maintaining compliance registers, organisational files, records, and policy documentation and ensure documentation is accurate and up to date.
- Provide assistance with special projects within the Corporate Services portfolio, including business improvements, HR workflows, and reporting as required.

2. Service Delivery Support:

- Provide administrative support to the Practice Team for case management & other projects (documents, data, tracking).
- Support Service Delivery leadership and frontline staff with timely administrative assistance.
- Assist with project timelines, reporting, and communication to ensure service delivery outcomes.
- Coordinate travel and logistics for Service Delivery staff attending site visits, community forums, or events.
- Assist with planning and delivery of workshops, community forums, and regional/national meetings.
- Provide finance and procurement support, including merchandise procurement/distribution.
- Contribute to quality improvement through collection, tracking, and documentation of feedback, data, and outcomes.
- Manage the organisation's general enquiry telephone line, ensuring respectful, timely, and accurate responses.
- Assist with special projects to support Service Delivery, including program development, reporting, and community engagement initiatives.

3. Cross-Organisational Support:

- Support remote team engagement activities and contribute to a positive and collaborative team culture.
- Provide administrative support to projects or initiatives across both Corporate Services and Service Delivery.
- Provide support to counterparts and ensure coverage of responsibilities during periods of leave or absence.
- Undertake ad-hoc tasks and support special projects as directed.

Additional duties may be assigned as needed, beyond those explicitly listed, to meet the evolving needs of the role.

In addition, Thirrili seeks a set of attributes amongst all employees. These attributes being:

- Culturally safe and responsive in practice;
- Proficient at working closely with diverse teams;
- Trauma informed; and
- Ability to work in a hybrid workforce model – in office or remotely.

Relevant Qualifications and Work Experience

- Relevant qualifications in business administration, operations, or a related field (or equivalent experience).
- Proven experience in office management, executive support, or operations coordination.
- Experience working in a remote or dispersed team environment.
- Experience in not-for-profit, for-purpose, or community-based organisations (desirable).
- Familiarity with Aboriginal Community Controlled Sector or Not for Profit.
- Empathy, willingness to learn and team-orientated approach.

Essential Criteria

- Experience in office or operations management, ideally in a remote or hybrid setting
- Strong organisational and time management skills
- Excellent written and verbal communication
- Confident using digital tools including management of the tools (eg. Microsoft 365, Sharepoint)
- Confident using digital platforms (eg. ApprovalMax, Serko, Xero and Employment Hero)
- Understanding of remote work practices and collaboration
- Proactive and solution-focused approach
- High attention to detail and ability to handle confidential information
- Experience supporting senior leaders and coordinating meetings
- Alignment with the organisation's mission and values

Mandatory

- Motor Vehicle Driver's License.
- Satisfactory National Police Record Check.
- Satisfactory Working with Children Check/Working with Vulnerable Peoples

** Registration/licences that are essential requirements of this role must always remain current and valid whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.*

Special Conditions

It is required that all Thirrili staff facilitate, lead and support community engagement activities where the strategic plan requires our participation, and this is inclusive of promotion of those events and reporting. It

includes contributions to key communications channels, such as newsletters, social media and contract reporting.

It is also a prerequisite that staff, will from time to time, be required to manage and lead national/state/regional meetings/events/ functions based in their jurisdictions, with support from their Managers and Coordinators.

All Thirrili staff are expected to promote the organisation's strategic goals, present the organisation as a professional and respectful culturally immersed service, and represent Thirrili positively to external stakeholders and communities.

As the organisation is required to respond to suicide and trauma, which is unpredictable in timing, the incumbent is expected to be flexible and responsive with their availability to work and travel to other areas from the position base and within Australia as required.

Thirrili Ltd will meet accommodation and travel expenses in accordance with organisational Policies and the relevant ATO Determination.

I have read, understood, and accept the role and responsibilities outlined in the position description.

Employee: _____ **Date:** _____

Signature: _____

Manager: _____ **Date:** _____

Signature: _____