**Position Family: Administration**

*General Administration*

Operations Manager [ADM.40108.5](#bookmark37)

Administration Manager [ADM.40001.4](#bookmark38)

Administration Team Leader [ADM.40001.3](#bookmark39)

Office Manager [ADM.40101.4](#bookmark40)

Administration Officer - Level 4 [ADM.40101.3](#bookmark41)

Administration Officer - Level 3 [ADM.40201.3](#bookmark42)

Administration Officer - Level 2 [ADM.40001.2](#bookmark43)

Administration Officer - Level 1 - Entry Level [ADM.40001.1](#bookmark44)

Records Management / Librarian [ADM.40003.2](#bookmark45)

Data Entry Officer [ADM.40003.1](#bookmark46)

Receptionist/Telephonist [ADM.40007.1](#bookmark47)

*Personal Assistants*

Personal Assistant to CEO/Senior Vice President [ADM.40007.4](#bookmark48)

Personal Assistant to Senior Executive(s) [ADM.40007.3](#bookmark49)

Personal Assistant/Administrator [ADM.40007.2](#bookmark50)

**Position title: Operations Manager**

**Aon Position code: ADM.40108.5**

**Level: 5**

**Responsible for**

Managing, monitoring and continually improving all Corporate operational processes and ensuring a high level of customer service.

# Report to

Chief Operating Officer/Chief Financial Officer.

# Supervises

Staff working within the operational functions of the organisation.

# Main activities

* Directing the development, implementation and ongoing enhancement of organisational processes.
* Contributing to the overall business direction and strategy by recommending improvements to customer service.
* Preparing and analysing operational and management reports monitoring the effective delivery of organisational KPI's.
* Reviewing financial statements, sales and activity reports and other performance data to measure productivity. Determining areas needing cost reduction and process improvement.
* Managing the day to day running of the operations team.
* Building relationships between the operations and support divisions and ensuring business units receive adequate operational support.
* Ensuring that all customer enquiries are resolved in a timeframe that meets established service level agreements.
* Building and maintaining effective working relationships with internal and external clients.

# Key skills

* Excellent written and oral communication skills.
* Excellent customer service skills.
* Strong negotiation skills.
* Ability to develop and implement a system, process or procedure for effective utilisation of resources.

# Internal contacts

Chief Executive Officer, Chief Financial Officer, Chief Operating Officer, Operations team, Corporate Support Functions.

# External contacts

Suppliers, Clients/Customers.

# Typical experience

7 - 10 years operations experience, coupled with relevant tertiary qualifications.

# Other comments

**Position title: Administration Manager**

**Aon Position code: ADM.40001.4**

**Level: 4**

**Responsible for**

Managing and developing the organisation's administration policies and processes and supervising staff engaged in one or more administrative activities.

# Report to

Divisional Manager/General Manager, Branch Department Manager.

# Supervises

Administration staff.

# Main activities

* Managing staff responsible for accounts payable/receivable.
* Recommending and initiating changes for procedures and policies.
* Overseeing import/export/foreign exchange transactions and inter-company charging.
* Processing freight charges.
* Ensuring orders are processed and stock levels are maintained.
* Cashiering and banking.
* Ensuring accuracy of statistical records/returns.
* Ensuring accuracy of ledgers.
* Coordinating the training and development of administration staff.

# Key skills

* Proven management and administrative ability.
* Organisational and decision-making ability.
* Strong analytical and interpersonal skills.

# Internal contacts

Divisional Staff, IT Staff, Internal Auditors.

# External contacts

Suppliers of Business Equipment, Customers/Clients, External Auditors.

# Typical experience

Will have 5 - 7 years relevant practical experience across a broad spectrum of administration duties. May have experience in an accounting environment.

# Other comments

**Position title: Administration Team Leader**

**Aon Position code: ADM.40001.3**

**Level: 3**

**Responsible for**

Organising and supervising staff engaged in an array of administrative duties.

# Report to

Office Manager, Administration Manager or Company Secretary, Branch Department Manager.

# Supervises

Administration staff.

# Main activities

* Supervising staff responsible for accounts payable/receivable.
* Overseeing import/export/foreign exchange transactions and inter-company charging.
* Processing freight charges and supervising courier and mail delivery.
* Ensuring orders are processed and stock levels are maintained.
* Cashiering and banking.
* Maintaining accuracy of statistical records/returns.
* Maintaining consistency of ledgers.
* Dealing with problems, queries and complaints caused by other departments and third parties and taking appropriate action to ensure an effective resolution.
* Training and developing Administration staff.

# Key skills

* Leadership and administrative ability.
* Organisational and decision making ability.
* Strong analytical and interpersonal skills.
* Ability to multitask.

# Internal contacts

Divisional Staff, IT Staff, Internal Auditors.

# External contacts

Suppliers of Business Equipment, Customers/Clients, External Auditors.

# Typical experience

5+ years relevant practical experience across a broad spectrum of administrative duties.

# Other comments

Alternative Title: Administration Supervisor.

# Position title: Office Manager

**Aon Position code: ADM.40101.4**

**Level: 4**

**Responsible for**

Ensuring the office is operated professionally, effectively and efficiently by providing support in Office Management, Administration and Human Resources, as required.

# Report to

General Manager.

# Supervises

Receptionist and/or Clerk. May also supervise Project Administrator, Accounts, Clerical staff.

# Main activities

* Allocating work assignments to ensure an efficient productive workload from the administration team.
* Providing assistance to the General Manager on matters relating to implementing agreed policies and procedures - based on both internal guidelines and the interpretation/adherence to relevant pieces of government legislation .
* Being responsible for the management of the company filing and archiving systems.
* Managing resources to ensure that reception is operational between standard working hours.
* Maintaining office supplies, researching specific purchase information for regular goods and services required by the office and negotiating contracts for the supply of such goods and services.
* Arranging internal staff movements/office relocations, including Telecommunication requirements.
* May coordinate activities associated with the maintenance of building facilities and equipment including the administration of building security/access for employees.

# Key skills

Nil.

# Internal contacts

General Manager, Administration staff, Receptionists, Accounts staff.

# External contacts

Suppliers, Recruitment Agencies, Telecommunications companies.

# Typical experience

6+ years of hands on experience in managing and coordinating general Office Support.

# Other comments

This role is typically found in organisations with mid-range sized offices where office administration activities can be conveniently coordinated from a central location.

# Position title: Administration Officer - Level 4 Aon Position code: ADM.40101.3

**Level: 3**

**Responsible for**

Acting as a lead person in an administrative unit or performing varied functions in a particular administrative area.

# Report to

Administration Manager, Payroll Manager, Accounts Manager, Accountant, Logistics Manager, Purchasing Manager, Branch Manager, Human Resources Manager.

# Supervises

May supervise day-to-day operations of Administration Officers.

# Main activities

* Supervising a group of staff within an administrative department, following and determining priority of assigned work.
* Maintaining all accounts payable, accounts receivable, ledgers, import/export transactions.
* Managing stock control, processing orders, processing freight changes, insuring maintenance of statistical records/returns.
* Cashiering and banking, carrying out foreign exchange transactions and insurance claims.
* Ensuring satisfactory completion of all necessary documentation before final processing.
* Drafting of correspondence as required.
* Collating reports and statistical information and creating PowerPoint presentations within area of assigned activity.
* Resolving discrepancies and handling difficult exceptions, recognising problem areas as they arise and making recommendations to group leader for action.
* Recommending and actioning changes for policies and procedures.

# Key skills

* Excellent interpersonal and communication skills.
* Advanced MS Office skills.
* Ability to prioritise individual work load with that of the Team.
* Developing supervisory skills.
* Ability to work in a team environment.

# Internal contacts

Staff at all Levels, Internal Auditors.

# External contacts

Suppliers of Business Equipment, Customers and Clients, External Auditors.

# Typical experience

At least 5 years applicable experience in a specific functional area. High school qualifications or equivalent with course work in business curriculum.

# Other comments

Alternative Titles: Clerk - Level 4, Senior Accounts Clerk, Administration Supervisor.

# Position title: Administration Officer - Level 3 Aon Position code: ADM.40201.3

**Level: 3**

**Responsible for**

Providing administrative support for the organisation and internal Departments/Teams as required.

# Report to

Administration Manager, Payroll Manager, Accounts Manager, Accountant, Logistics Manager, Purchasing Manager, Branch Manager, Human Resources Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Handling complete segments of a Department's administrative work without supervision.
* Maintaining all accounts payable/receivable, processing orders and preparing invoices.
* Processing payroll information and updating personnel records if required.
* Maintaining stock levels and maintaining associated records.
* Cashiering and banking.
* Drafting of correspondence as required.
* Collating reports and statistical information and creating PowerPoint presentations within area of assigned activity.
* Resolving discrepancies and handling difficult exceptions, recognising problem areas as they arise and making recommendations to group leader for action.
* Recommending and actioning changes for procedures and policies.

# Key skills

* Good interpersonal and communication skills.
* Intermediate MS Office skills.
* Strong organisation and time management skills.
* Ability to work in a team environment.

# Internal contacts

Staff at all Levels.

# External contacts

Suppliers of Business Equipment, Customers and Clients.

# Typical experience

At least 2 - 4 years applicable experience in a specific functional area. High school qualifications or equivalent with course work in business curriculum.

# Other comments

Alternative Titles: Clerk - Level 3.

# Position title: Administration Officer - Level 2 Aon Position code: ADM.40001.2

**Level: 2**

**Responsible for**

Providing administrative support for the organisation and internal Departments/Teams as required.

# Report to

Administration Manager, Payroll Manager, Accounts Manager, Accountant, Logistics Manager, Purchasing Manager, Branch Manager, Human Resources Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Handling complete segments of a Department's administrative work under minimal supervision.
* Classifying, indexing, maintaining and updating both manual and electronic filing systems.
* Maintaining all accounts payable/receivable, processing orders and preparing invoices.
* Answering incoming calls, operating switchboard, fax machine and other electronic/digital office equipment.
* Ordering stationery and office equipment supplies and keeping stock records.
* Typing correspondence.
* Organising travel and accommodation.
* Maintaining and organising the repair of all office machines and equipment.

# Key skills

* Good interpersonal and communication skills.
* Intermediate MS Office skills.
* Effective organisation and time management skills.
* Efficient and accurate typing ability.
* Ability to work in a team environment.

# Internal contacts

Staff at all Levels.

# External contacts

Suppliers of Business Equipment, Customers and Clients.

# Typical experience

At least 2 years applicable work experience. High school qualifications or equivalent with course work in business curriculum.

# Other comments

Alternative Titles: Clerk - Level 2.

# Position title: Administration Officer - Level 1 - Entry Level Aon Position code: ADM.40001.1

**Level: 1**

**Responsible for**

Providing administrative support for the organisation and internal Departments/Teams at a basic level.

# Report to

Administration Manager, Payroll Manager, Accounts Manager, Accountant, Logistics Manager, Purchasing Manager, Branch Manager, Human Resources Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Answering incoming calls, operating switchboard, fax machine and other electronic/digital office equipment.
* Classifying, indexing, maintaining and updating both manual and electronic filing systems.
* Opening and distributing mail.
* Typing of correspondence and data entry.
* Preparing invoices and processing orders.
* Ordering stationery and equipment supplies.
* Performing messenger duties and/or collections and arranging couriers.
* Maintaining general tidiness of conference/meeting rooms and their booking register.

# Key skills

* Good interpersonal and communication skills.
* Sound MS Office skills.
* Organisation and time management skills.
* Efficient and accurate typing ability.
* Ability to work in a team environment.

# Internal contacts

Staff at all Levels.

# External contacts

Suppliers of Business Equipment, Customers and Clients.

# Typical experience

High school qualifications or equivalent with course work in business curriculum an advantage although not necessary.

# Other comments

This is an entry level position.

# Position title: Records Management / Librarian Aon Position code: ADM.40003.2

**Level: 2**

**Responsible for**

Managing effective systems for the storage, retrieval and dissemination of key information via means such as tertiary resources, intranet, website, internal libraries, newsletters, archival material and administrative records.

# Report to

Senior Records Management/Librarian, Team Leader.

# Supervises

May supervise a small team of Records Management/Library staff.

# Main activities

* Recommending, researching, formulating, implementing and evaluating Records Management/Library policies and services.
* Examining publications and materials, interviewing publishers' representatives and recommending material and resources for selection.
* Providing support to Records/Library users to ensure that relevant resources are accessed and utilised.
* Performing information research activities on behalf of Records/Library users and researching databases where applicable.
* Managing the organisation's central records system and monitoring indexing, filing and retrieval activities.
* Purchasing, classifying and cataloguing new Records and Library resources.
* Supervising and training Records Management/Library staff where applicable.

# Key skills

* Thorough knowledge of typical Records Management/Library services.
* Excellent communication and analysis skills.
* Team leading ability.
* Customer focus.
* Exceptional organisational skills.

# Internal contacts

Staff at all levels.

# External contacts

Records/Library Resource Suppliers, Records/Library Users.

# Typical experience

Will have 5 years of Records Management/Library experience, coupled with a relevant tertiary qualification. Employees in this role may have professional membership to the Australian Library and Information Association.

# Other comments

**Position title: Data Entry Officer**

**Aon Position code: ADM.40003.1**

**Level: 1**

**Responsible for**

The receipt, capture, balance and dispatching of customer information files. Handling customer inquiries regarding receipt and processing of files.

# Report to

Team Leader.

# Supervises

No supervisory responsibilities.

# Main activities

* Receiving, preparing, capturing and balancing customer information files and balancing of files from status reports back to lodgement forms.

# Key skills

* Working knowledge of the Direct Entry processing system, manual and database.
* Knowledge of IMS essential and bank account types available to recipients.
* Good understanding of AAS reconciliation procedures.
* Excellent keyboard skills.

# Internal contacts

Other departments within the Data Processing Centre, Customer Service Centre.

# External contacts

Customers, Branches, Bank Departments, Transactional Business IBG.

# Typical experience

This is an entry level position in which on the job training is provided. 0 - 3 months experience.

# Other comments

**Position title: Receptionist/Telephonist**

**Aon Position code: ADM.40007.1**

**Level: 1**

**Responsible for**

Answering and directing general telephone inquiries and directing visitors to the appropriate employees within the organisation.

# Report to

Administration Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Operating a telephone switchboard and handling incoming calls - both internal and external to the organisation.
* Placing outgoing international calls for employees not authorised to make such calls direct from their personal phone connection.
* Recording and distributing incoming messages and dealing with some telephone inquiries.
* Receiving visitors to the organisation and directing them accordingly.
* Performing some routine word processing and/or clerical functions such as filing and general correspondence.
* Opening, sorting and distributing incoming mail, facsimile messages and other deliveries.
* Packaging and arranging outgoing courier deliveries.
* Maintaining the general tidiness of the reception area and associated conference/meeting rooms and their booking registers.

# Key skills

* Highly organised with the ability to juggle multiple tasks.
* Excellent personal presentation skills.
* Excellent communication (both written and verbal) skills.
* Computer literacy with basic PC and administration skills.
* Ability to greet clients in a friendly and courteous manner.

# Internal contacts

Almost all organisational employees.

# External contacts

All incoming visitors.

# Typical experience

At least one year of relevant experience operating a switchboard coupled with high school qualifications.

# Other comments

**Position title: Personal Assistant to CEO/Senior Vice President Aon Position code: ADM.40007.4**

**Level: 4**

**Responsible for**

Providing secretarial and administrative support exclusively to the Chief Executive Officer whilst maintaining a high level of discretion.

# Report to

CEO.

# Supervises

May supervise other Personal Assistants/Administrators.

# Main activities

* Producing correspondence, memoranda, presentations and reports both of a general and confidential nature on behalf of the CEO.
* Organising business appointments and travel arrangements for the CEO.
* Screening telephone calls, fielding inquires and requests and escalating urgent matters for the CEO's attention.
* Managing the CEO's diary and some personal matters.
* Communicating on the CEO's behalf with the organisation's Executives, Executives of external organisations, Board members, suppliers and clients.
* Coordinating the organisation of executive level business functions, lunches and dinners.

# Key skills

* Strong interpersonal, communication and negotiation skills.
* Exceptional corporate presentation and excellent people management skills.
* Ability to work autonomously, employ initiative to find solutions, prioritise and exercise discretion.
* Excellent organisational and administration skills.
* A proactive and flexible approach to work.
* Ability to liaise at an executive level and to work under pressure.

# Internal contacts

Board Members and Staff at all levels.

# External contacts

Clients, Senior Executives from other organisations, Suppliers.

# Typical experience

At least 5 years of experience as a Personal Assistant. Employees in this role may have completed relevant administrative qualifications.

# Other comments

**Position title: Personal Assistant to Senior Executive(s) Aon Position code: ADM.40007.3**

**Level: 3**

**Responsible for**

Providing secretarial and administrative support exclusively to Senior Executive/s whilst maintaining a high level of discretion.

# Report to

Senior Executive/s.

# Supervises

May supervise other Personal Assistants/Administrators.

# Main activities

* Producing correspondence, memoranda, presentations and reports both of a general and confidential nature on behalf of Senior Executive/s.
* Organising business appointments and travel arrangements for Senior Executive/s.
* Screening telephone calls, fielding inquires and requests and escalating urgent matters for Senior Executive's attention.
* Managing a Senior Executive's diary and some personal matters on his/her behalf.
* Communicating with the organisation's Executives, Executives of external organisations, Board members, suppliers and clients on behalf of Senior Executive/s.
* Coordinating the organisation of business functions, lunches and dinners.
* Supporting other Senior Executive/s when required.

# Key skills

* Strong interpersonal, communication and negotiation skills.
* Exceptional corporate presentation and excellent people management skills.
* Ability to work autonomously, employ initiative to find solutions, prioritise and exercise discretion.
* Excellent organisational and administration skills.
* A proactive and flexible approach to work.
* Ability to liaise at an executive level and to work under pressure.

# Internal contacts

Board Members and Staff at all levels.

# External contacts

Clients, Senior Executives from other organisations, Suppliers.

# Typical experience

At least 5 years of experience as a Personal Assistant. Employees in this role may have completed relevant administrative qualifications.

# Other comments

**Position title: Personal Assistant/Administrator Aon Position code: ADM.40007.2**

**Level: 2**

**Responsible for**

Providing secretarial and administrative support to a team of Managers and Executives.

# Report to

Senior Executive/Manager(s).

# Supervises

No supervisory responsibilities.

# Main activities

* Producing correspondence, memoranda, presentations and reports both of a general and confidential nature on behalf of a team of Executives/Managers.
* Organising business appointments and travel arrangements for a team of Executives/Managers.
* Screening telephone calls, fielding inquires and requests and escalating urgent matters.
* Coordinating the organisation of business functions, lunches and dinners.
* Managing a team of Executives/Managers' diaries to make/co-ordinate appointments, book rooms and notify attendees.
* Maintaining effective hard and soft copy filing systems.
* Ordering software, supplies and stationery and maintaining consumables stock for the team.
* Adhering to the organisation's administration policies.
* Providing PC application assistance to Executives/Managers as required.

# Key skills

* Strong interpersonal, communication and negotiation skills.
* A proactive and flexible approach to work.
* Ability to work autonomously, employ initiative to find solutions, prioritise and exercise discretion.
* Excellent organisational and administration skills.
* Ability to liaise at an executive level, work under pressure and multi-task.

# Internal contacts

Board Members and Staff at all levels.

# External contacts

Clients, Senior Executives from other organisations, Suppliers.

# Typical experience

At least 2 years of experience as a Personal Assistant. Employees in this role may have completed a relevant administrative qualification.

# Other comments

Alternate Title: Secretary.