



# Duty statement and selection criteria

## *Administration Manager*

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POSITION TITLE:	Administration Manager
REPORTS TO:	Operations Manager
LOCATION:	Canberra
HOURS OF DUTY:	30-37.5 hours per week
SALARY:	\$65,000 to \$80,000 inclusive of superannuation, depending on skills and experience and subject to annual performance-based adjustments.

## POSITION DESCRIPTION

### Overview

**Ad Standards** administers Australia's national system of advertising self-regulation in relation to both public and competitor complaints, providing information and advice to help ensure advertising standards are inline with community values.

The Administration Manager is responsible for providing high-quality admin support to the CEO and broader team to ensure the efficient and effective operation of the national office in Canberra.

You will be a skilled communicator with technical skills and the ability to manage a wide range of responsibilities from database management, correspondence with industry bodies, secretariat and event organisation through to reception and phone enquiries, mail, office supplies and machinery.

### Duties and responsibilities

#### **Public liaison and stakeholder engagement**

- Provide telephone advice and direct queries from stakeholders including the general public, advertising industry, media and business.
- Organise internal and external meetings and events.

#### **Complaints adjudication, secretariat support**

- Coordinate, copy and collate fortnightly meeting papers for the Ad Standards Community Panel and bi-monthly Board papers.
- Draft written communication with industry bodies and others.
- Manage the receipt of all complaints including entering details into the system and maintaining effective records.
- Assist with maintenance of the Case Management System (CMS) database.



### **Administration**

- Liaise with Ad Standards internal and external stakeholders regarding accounts payable and receivable and maintain accurate records.
- Liaise with Ad Standards suppliers and facilitate smooth operation of office equipment including personal computers, printer and photocopier.
- Coordinate and manage flight and accommodation bookings for the Community Panel, Board and staff members.
- Maintain accurate and organised office administration records and financial acquittals.

### **Other**

- Participate in organisational planning and participate as an effective member of a small team.
- Provide administrative support as required to the Chief Executive Officer.

## **Selection criteria**

### *Essential:*

1. Highly developed written and oral communication skills including interpersonal, dispute resolution and liaison skills.
2. Highly developed analytical skills, sound judgement and decision making skills.
3. Demonstrated word processing and computing skills with experience in case management software highly desirable.
4. Understanding of (or the ability to quickly acquire an understanding of) self-regulation and the environment in which Ad Standards operates.
5. Ability to prioritise and complete work within specified timeframes and manage and coordinate time-critical tasks with limited direction and supervision.

### *Desirable:*

6. Highly developed Microsoft Office skills, and demonstrated ability using a custom-made Case Management System (CMS).
7. Demonstrated ability preparing and distributing large amounts of standard correspondence.

## **To apply:**

To apply please provide:

1. a cover letter addressed to the Recruitment Officer
2. a statement addressing the Selection Criteria above (two pages max), and
3. a resume including two referees (four pages max).

Please send applications addressed to the Recruitment Officer by email or post:

### **Email:**

[administration@adstandards.com.au](mailto:administration@adstandards.com.au)

### **Post:**

Ad Standards  
PO BOX 5110  
BRADDON ACT 2612

**Applications close Wednesday 26 September 2018.**