

# Administration Support Officer

## POSITION DESCRIPTION

<b>Position Title:</b>	Administration Support Officer
<b>Reports To:</b>	General Manager Corporate Affairs
<b>Location:</b>	Launceston
<b>Instrument:</b>	Water Services Award 2020
<b>Award Classification:</b>	Level 5
<b>Salary Band:</b>	Based upon experience
<b>Employment Basis:</b>	Full Time
<b>Hours of Work:</b>	38 hours per week / Monday to Friday, 8.30am to 5.00pm

### Organisation

Tasmanian Irrigation Pty Ltd (TI) is the State-owned Company responsible for developing and operating irrigation schemes, typically funded through public / private partnerships.

Since Tasmanian Irrigation was established in 2008, the Company has taken over management of a range of inherited assets, including dams, irrigation schemes and river works, constructed 16 new irrigation schemes, and advanced planning on a further six schemes.

By 2030, Tasmanian Irrigation expects to manage a portfolio of irrigation infrastructure valued at more than \$900 million, capable of delivering 236,000 megalitres of water via 1,786km of pipeline, 49 pump stations, 15 dams and three power stations.

All schemes developed and operated by Tasmanian Irrigation are economically viable, environmentally sustainable, have strong community endorsement, are designed to last at least 100 years and deliver water at an average reliability of more than 95 per cent per annum.

### Role Purpose

The Administration Support Officer provides practical coordination, administration, systems and content support to various Divisions of the company, while reporting to the General Manager Corporate Affairs.

The role supports consistent internal and external communications, liaison with external suppliers, stock management, event support, and activity reporting. It also provides general administrative support across TI, including meeting coordination, preparation of presentations, catering, travel and accommodation bookings, purchasing support, records management and action tracking. The role requires strong organisation, attention to detail, sound judgement and the ability to balance competing priorities across multiple leaders and work programs.

## Key Responsibilities

### Administration and coordination

- Monitor the TI Communications inbox, triage requests, coordinate responses and escalate matters requiring review or approval.
- Maintain content schedules, action registers, production timelines, activity reporting and records for Corporate Affairs activities.
- Support filing, version control and records management for approved communication materials, publications, images, design files and supplier documentation.
- Assist with stock control, ordering and distribution of corporate merchandise, printed collateral and branded materials.

### Communications, digital content and brand support

- Support the development, distribution and reporting of Mailchimp campaigns, social media posts, website updates and SharePoint news content.
- Assist with drafting, proofreading, formatting, publishing and maintaining approved content across TI's communication channels, including the TI website.
- Maintain the overarching content plan and support regular reporting on communications activity.
- Undertake media monitoring and escalate relevant coverage, issues or reputational risks as required.
- Maintain TI's image library, including image storage, permissions, captions, credits and searchability.
- Coordinate designers, photographers, printers and other creative suppliers for approved work, including quotes, briefs, proofs and final files.

### Corporate publications, events and stakeholder support

- Support the production of key corporate publications, such as the Corporate Plan and Annual Report, including: co-ordinating content contributions, image requirements, design inputs, proofing, approvals and production timelines.
- Liaise with subject matter experts to obtain accurate content and supporting information.
- Assist with quality assurance of publications, including proofreading, formatting and consistency checks.
- Provide event and stakeholder activity support, including venue bookings, invitations, attendee lists, catering, run sheets, collateral, signage and post-event follow-up.
- Maintain records of event costs, suppliers, attendance, materials and follow-up actions.

### Executive and general administrative support

- Provide general administrative support across Tasmanian Irrigation.
- Coordinate meetings, room bookings, Teams links, agendas, action logs and document preparation.
- Arrange catering for meetings, workshops and staff activities.
- Coordinate travel bookings, including flights, accommodation, vehicles and related arrangements in accordance with TI policy.

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- Assist with purchase requisitions, invoice processing, expense claims and supplier coordination in accordance with TI systems and delegations.

### Level of Accountability

Performance of the role must be undertaken with the highest level of integrity, in accordance with TI's Delegations of Authority. This is a coordination and support role with moderate autonomy. The role works under general direction from the General Manager Corporate Affairs.

All tasks must be completed within required timeframes, to a high standard and in accordance with TI policies, procedures, brand requirements and records management expectations. The role is expected to use sound judgement, manage competing deadlines, maintain confidentiality and escalate issues where decisions, risks or approvals sit outside the role's authority. The role has no direct reports.

### Organisational Relationships

Reports to:	General Manager Corporate Affairs
Direct Reports:	NIL
Key Internal Relationships:	Corporate Affairs team; GM Customer & Operations; GM People & Sustainability; CEO Office; Executive and Senior Leadership teams; People & Sustainability; Customer & Operations; Finance & Corporate Services; Major Projects; IT; subject matter experts across TI.
External Relationships:	Designers, printers, photographers, videographers, media monitoring providers, event suppliers, venue and catering providers, travel and accommodation providers, merchandise suppliers, website and digital platform providers.
Leadership Teams:	Nil. The role may attend team, project or planning meetings by invitation.

### Knowledge, Experience & Qualifications

#### Required:

- Demonstrated experience in administration, business support, communications support or a similar coordination role.
- Strong organisational skills, including the ability to manage competing priorities, meet deadlines and maintain accurate records.
- High level of attention to detail and ability to proofread, format and quality-check documents, digital content and correspondence.
- Competence using Microsoft 365 applications, including Outlook, Word, Excel, Teams and SharePoint, with the ability to quickly learn new systems.
- Sound written and verbal communication skills, with the ability to work professionally with internal stakeholders and external suppliers.
- Demonstrated discretion and judgement when handling confidential, sensitive or time-critical information.

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- Ability to work collaboratively and flexibly in a small team environment while also following agreed processes and instructions.

#### **Desired:**

- Experience using Mailchimp or a similar email campaign platform.
- Experience with website content management systems, social media scheduling, SharePoint news pages, Canva, Adobe Creative Cloud or other basic design tools.
- Experience supporting corporate publications such as annual reports, corporate plans, board or stakeholder publications.
- Experience coordinating events, travel, accommodation, catering, procurement, purchasing or invoice processes.
- Understanding of brand management, visual identity standards, image permissions and supplier coordination.

### **Respectful and Safe Workplace**

Employees are expected to contribute to a workplace culture that is safe, respectful, and inclusive. This involves modelling behaviours that reflect TI's values, complying with and promoting safety procedures, and taking shared responsibility for identifying and managing risks to health, safety, and wellbeing, including psychosocial hazards. Employees are to encourage open communication, treat mistakes and near misses as opportunities for improvement, and support mental health and wellbeing initiatives.

Equally, employees must foster a respectful environment by demonstrating professional conduct, valuing diversity of thought, and ensuring interactions are free from bullying, harassment, discrimination, sexual harassment, sex-based harassment, victimisation, or occupational violence. All employees are required to take appropriate action to uphold TI's zero-tolerance approach to behaviours that compromise a safe and respectful workplace.

In accordance with its Recruitment Policy, Tasmanian Irrigation is committed to selection procedures based on merit, qualifications, experience and which are aligned to the key selection criteria of the role. As such, applications for this role should address the Key Selection Criteria below in order to demonstrate their ability to fulfil the key duties and responsibilities outlined.

## **Key Selection Criteria:**

In accordance with its Recruitment Policy, Tasmanian Irrigation is committed to selection procedures based on merit, qualifications and experience, and which are aligned to the key selection criteria of the role. Applications for this role should address the Key Selection Criteria below to demonstrate their ability to fulfil the key duties and responsibilities outlined.

1. Demonstrated experience providing high-quality administrative and coordination support to a team and/or senior leaders, including managing competing priorities, deadlines and confidential information.
2. Strong written communication, proofreading and document presentation skills, with high attention to detail and the ability to support accurate, professional content.
3. Demonstrated capability using digital and administrative systems, including Microsoft 365, SharePoint and basic reporting or tracking tools.
4. Experience supporting communications, digital content, brand collateral, events or corporate publications, preferably using tools such as Mailchimp, website content management systems, social media platforms and basic design software.
5. Strong stakeholder service skills, including the ability to work effectively with internal contributors and coordinate external suppliers.
6. Sound judgement, initiative and follow-through, with the ability to identify issues, improve processes and escalate matters appropriately.