

Position Description ADMINISTRATION ASSISTANT

POSITION: Administration Assistant

RESPONSIBLE TO: Business Manager

DIRECT REPORTS: Nil

POSITION STATUS: Permanent Part-Time (30 hours p/w)

BACKGROUND:

Biala Support Services (Biala) has been supporting people with disabilities and their families in Northern NSW for over 50 years. Biala began as an independent, specialised school for children and young people with disability and has grown into a trusted provider of the National Disability Insurance Scheme (NDIS).

MISSION, VISION & VALUES

Biala is committed to the pursuit of excellence in the provision of high-quality support services, education opportunities and life skills to people with a disability in Northern NSW. We strive to work by the values of Inclusive, Energised, Integrity and Care.

PRIMARY FOCUS:

The Administration Assistant reports directly to the Business Manager and is responsible for the management of all administration and reception matters related to the operation of Biala School for specialised education and our NDIS support services.

KEY DUTIES & RESPONSIBILITIES:

General Reception Duties:

- First point of contact for all calls to the Biala general phone line and administer generic Biala email accounts
- Provide customer services with families, staff and external visitors
- Multi-tasking
- Assistance with maintenance of school facilities as a responsibility

School Administration Duties:

- Administrative support to the Head of Education and Support Services staff
- Administering student attendance records and coordinating early release of students at the request of parents or guardians
- Delivering messages to classroom teachers
- Compiling information for the school newsletter each Term
- Preparing student certificates for weekly assembly
- Drafting letters to parents
- Preparing survey monkey for important event as requested
- Providing a broad range of administrative assistance for data entry on the school's digital platform and external government platforms
- Preparing documentation such as excursion permission notes and NAPLAN for parent consent
- Assisting Head of Education and Principal with information for reporting purposes
- Maintaining the general filing system
- Providing word processing and clerical support
- Greeting external visitors and therapists to the school
- Archiving records and maintaining current archiving system
- Distribution of school uniforms and maintaining appropriate stock levels
- Ordering stationery supplies and stock for the business

Office support for Operations team:

- Provide administrative support to the Operations team as and when requested. This will include word processing of reports, correspondence documentation and support service functions
- Assist in adding and updating records into Biala's CRM systems
- To assist other members of the office, as directed or delegated

CHILD PROTECTION

Biala has a zero-tolerance approach to the abuse and neglect of children and participants in our care. As such, this position requires compliance with NSW Child Safe Standards, including a current Working with Children Check and a NDIS Worker Screening Check.

HEALTH AND SAFETY

All staff are expected to:

- Adhere to, and implement, safe work practices and procedures in accordance with Biala's Work Health & Safety Handbook

KEY PERSONAL ATTRIBUTES

- Commitment to achieving high quality customer service both in person and over the telephone
- Strong administrative skills and qualities
- Ability to work as part of a team and independently
- High-level interpersonal skills and proven ability to work collaboratively
- Well-developed time management and organisational skills
- Ability to work under pressure and to deadlines
- Punctual and flexible
- Ability to maintain confidentiality and behave in a professional manner
- Ability to show initiative and to be proactive and positive

QUALIFICATIONS & EXPERIENCE

- Experience in an Office Administration role, preferably in a multi-disciplinary environment
- Extensive experience in service desk and reception, Microsoft 365 and computer skills
- Ability to liaise directly with service providers and on all matters relating to Biala as required
- Highly developed written and verbal communications
- Highly developed interpersonal, team, and customer relations skills

CONDITIONS

It is a requirement of the role to have a:

- current Working with Children Check, National Criminal History Certificate and NDIS Worker Screening Check.
- current and valid driver's license and form of transport

Applications will be closed on **Friday 26 September 2025 - 4pm.**