

<b>JOB TITLE:</b>	<b>Office Administration Manager</b>
<b>DEPARTMENT:</b>	<b>Business Operations</b>
<b>JOB HOLDER:</b>	
<b>REPORTS TO (JOB TITLE):</b>	<b>Senior Strategy and Projects Manager</b>
<b>JOB STATUS:</b>	<i>0.8 Permanent (with opportunity for review)</i>

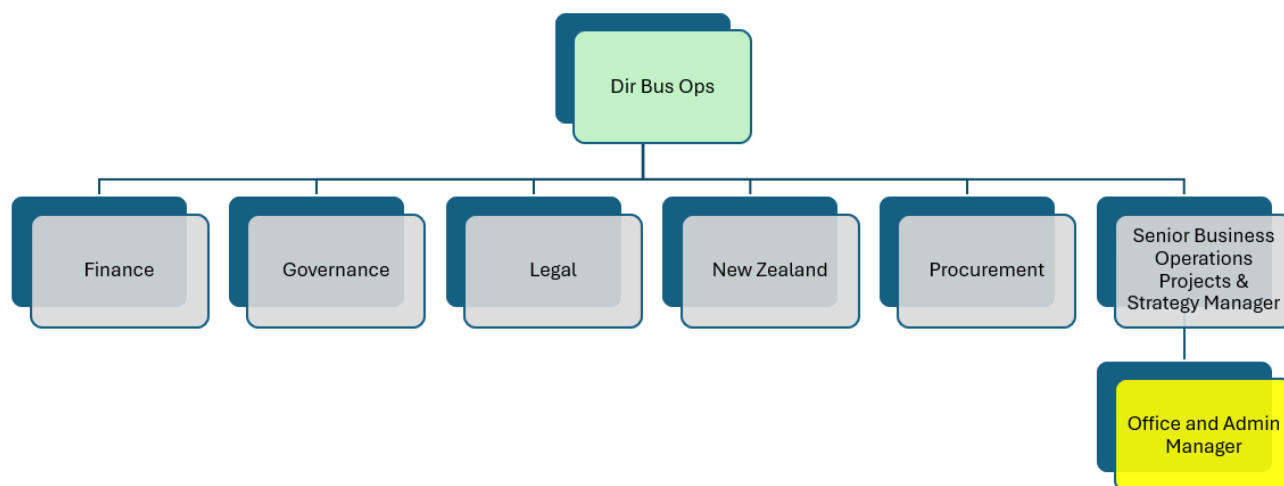
### **JOB PURPOSE**

To manage the day-to-day operations of the MSF Australia office environment, ensuring the efficient delivery of administrative, facility, and support services that underpin organisational effectiveness, safety, and staff wellbeing

### **DIMENSIONS**

- Oversight of all Sydney office facilities.
- Responsible for managing the Office Administration operational budget and vendor relationships.
- Coordination of health, safety, and compliance obligations across the office site.
- Responsible for facilitating travel bookings for HQ staff and Board members by liaising as required with the Travel Booking Supplier.
- Liaison with Board members for assistance with administrative tasks
- Required in the office 4 days per week

### **ORGANISATIONAL STRUCTURE**



<b>DATE:</b>	
<b>Signed: (Job Holder)</b>	
<b>Signed: (Manager / Director)</b>	

## **CONTEXT**

This role sits within the Business Operations team and plays a critical function in maintaining an efficient, safe, and sustainable office environment. Post-office relocation, the function has evolved to focus on operational efficiency, vendor management, particularly travel, WHS compliance, and central office coordination, without direct reception management.

## **ACCOUNTABILITIES**

### **Office Management & Facilities**

- Manage the effective day-to-day operations of the MSFA office including facilities, security, supplies, storage, and workspaces.
- Maintain vendor relationships for facilities management services including cleaners, building maintenance, waste and recycling, and secure storage.
- Act as key liaison with the building management and property services team.
- Act as business focal point for Kadence room booking system.

### **Business Continuity & WHS Compliance**

- Maintain the office Business Continuity Plan (BCP) and lead biannual updates.
- Coordinate site-based WHS activities, including emergency procedures, incident reporting, evacuation drills, and risk assessments.
- Maintain up to date WHS knowledge to ensure compliance with legislation.

### **Asset and Access Management**

- Administer the building access card system, issuing and tracking staff access.
- Maintain visitor management systems and protocols in conjunction with security.
- Manage office equipment inventories (furniture, IT peripherals, mobile devices) and coordinate necessary replacements

### **Procurement and Financial Coordination**

- Oversee procurement of general office supplies and minor capital purchases.
- Ensure correct application of procurement policies and sustainable sourcing practices.
- Reconcile and approve operational invoices in collaboration with Finance

### **Office-Based Event Support & Internal Communication**

- Act as key point of contact for internal office administration queries.
- Support onboarding and offboarding processes for all new starters (office set-up, access, WHS induction).
- Develop and maintain clear communication tools.
- Lead or contribute to the planning, preparation and smooth delivery of in-office events and activities such as all-staff training days, internal workshops, board meetings, and other HQ-hosted gatherings.
- Coordinate logistics including space set-up, catering, AV requirements, materials preparation, and liaising with relevant teams to ensure a professional and welcoming experience.

### **Travel Manager**

- Act as key point of contact for HQ travel bookings via travel provider to assist with queries, travel booking form usage and training.
- Act as focal point for travel booking application for HQ travel bookings.
- Manage taxi charging process, scoping opportunities to make more efficient.

<b>DATE:</b>	
<b>Signed: (Job Holder)</b>	
<b>Signed: (Manager / Director)</b>	

**Board Administrative Support**

- Act as focal point for board with relation to travel arrangements, room bookings, retreat organisation.
- Support the board for other areas of administration as required

**KEY PERFORMANCE INDICATORS**

- Vendor service level agreements maintained without disruption.
- Completion of BCP and WHS risk reviews within designated timeframes.
- Compliance with WHS and emergency preparedness requirements.
- Office operational costs managed within budget.
- Positive stakeholder feedback on responsiveness and support services.
- Travel bookings processed in line with policy and within expected timeframes, with minimal rework or escalation.
- Positive feedback from staff and board members on travel coordination support.

**CHALLENGE & CREATIVITY / DECISION-MAKING**

- Prioritising and balancing multiple operational demands while maintaining high service quality.
- Proactively identifying opportunities to streamline processes and enhance efficiency.
- Exercising judgment to resolve facilities and vendor issues with minimal disruption.
- Independently managing budgeted operational expenditure and recommending improvements.
- Managing a variety of stakeholder inputs and requests

**KNOWLEDGE, SKILLS & EXPERIENCE**

- Demonstrated experience in office management or facilities coordination.
- High-level skills in procurement, vendor management, and budget oversight.
- Knowledge of WHS legislation and business continuity frameworks.
- Excellent organisational, problem-solving, and communication skills.
- Proficient in MS Office Suite and facility/visitor management systems.
- Previous experience within a not-for-profit environment desirable.

**COMPETENCIES**

- Operational Excellence
- Relationship Management
- Attention to Detail
- Problem Solving and Initiative
- Planning and Organisation
- Teamwork and Collaboration
- Commitment to MSF values and mission

DATE:	
Signed: (Job Holder)	
Signed: (Manager / Director)	