

Position Description

Position Title:	Operations and Administration Assistant – First Nations identified
Location:	Darwin
Hours:	Part Time (20 hours per week, across 5 days)
Tenure:	12 month - Fixed term
Classification:	SCHCADS Modern Award Level 2 – 3 (dependent on experience)

Background

The Children's Ground Approach is Australian designed with First Nations people. We are committed Children's Ground is a First Nations organisation. We are committed to systems change to ensure dignity, justice and equity for all children and families. Our work focuses on national reform as well as evidencing a new way of working.

The Children's Ground Approach is a whole of community, whole of life approach, designed by First Nations people. We partner with a community over the course of a generation, led by local expertise, vision and intelligence. Together, we create and deliver an integrated system that is centred on learning, development and wellbeing that responds to the child and their family through the key transition points from pre-birth to young adulthood. Our approach recognises the cultural, social and economic strength of communities and builds on this to equip children for opportunities locally, nationally and globally.

We celebrate First Nations children and families and back their vision and talent to transform their communities from extreme stress and economic disadvantage to communities of opportunity and wellbeing.

Children's Ground operates in the Top End and Central Australia in the Northern Territory, with support provided by a Melbourne-based Shared Services team.

In the Top End we work in the communities of Minmarama/Kulaluk, Knuckey's Lagoon, 15 Mile and Marlkawo.

Position Summary

The Operations & Administration Assistant plays an essential support role in ensuring the day-to-day operations of the Top End office run smoothly, efficiently, and in alignment with the needs of staff, programs, and community. The role combines administrative, logistical, and practical responsibilities, and requires good planning, organisational, and communication skills.

This role supports team operations, facilitates inductions and office amenities, manages supplies and documentation processes, and contributes to a safe and welcoming office environment for staff and community. At this level, the role involves applying skills and knowledge gained through experience or qualifications and may include mentoring of junior staff.

Key Relationships

Directly reports to:	Administration and Operations Officer
Key Internal liaison:	Deputy Regional Director Top End, People and Culture Coordinator, Placemaking and Skills Coordinator, Community Development Coordinators, Top End Staff
Key External liaison:	Community and guests to the centre

Key Responsibilities

1. Administration

- Maintain basic filing systems and support record-keeping.
- Answering phones, directing calls, greeting guests, managing admin inbox, PO Box collection & distribution.
- Complete regular weekly tasks.
- Provide executive assistance and administration support to the Regional Director and Senior Administrative and Operations Officer & Director – Top End.
- Assist with setting up meeting spaces, ensuring logistics such as catering, technology and relevant documents available.
- Provide event support alongside the team including washing of camping equipment, bedding and towels.
- Support with travel and accommodation for Top End staff/visitors including camps, arranging/cleaning and storing of gear, food, satellite phones and that vehicles are checked.
- Maintain inventory and ordering requirements such as stationary, office equipment, kitchen requirements, cab charges etc.
- Contribute to the creation of systems and processes to improve business practises.
- Regular stocktakes of t-shirts, stationary, camp gear etc

2. Facilities

- Maintain a clean and organised workspace, ensuring common areas are well-maintained and clean including daily housekeeping i.e. restock toilet paper/paper towels, wipe surfaces (inc boardroom), wash/put dishes away, leaf blow or sweep, bins out, washing machine emptied and hung/folded.
- Coordinate resupply and maintenance of cleaning supplies, rubbish coordination and sanitary bin collection, cleaner etc.
- Contribute to equipment maintenance.

3. First Aid

- Act as First Aid Officer for the office; support other FAO requirements in Darwin/Winnellie as needed.
- Manage first aid supplies, WHS kits, fire equipment, and compliance checks.
- Assist with insurance tasks in coordination with the Operations team and accounts teams.
- Ensure vehicles are cleaned, checked, fuelled, and stocked (sanitiser, envelopes, keys etc)

4. Fleet

- Participate in maintenance of vehicle maintenance and cleaning.
- Support Maintenance Officer with administration support for fleet activities.

5. IT

- Provide basic IT assistance (e.g., setting up new staff on office systems, troubleshooting simple technical issues).
- Support in stocktaking and storage of all IT equipment (laptops/tablets), data cables, chargers and other sundry equipment related to media, IT and printing.
- Support Telstra/mobile requirements.
- Use Outlook, Teams, Sharepoint, ApprovalMax, Canva, Word (excel, powerpoint, word) and Hubdocs.

6. Finance

- Support the Regional Director, Senior Operation & Administration Officer, Maintenance Officer and Admin Assistant with purchasing processes including quotes, purchasing, preparing purchase orders and follow up and processing invoices.
- Reconciliation of credit card expenses/invoices.
- Knowledge of Top End accounts and supporting organisational accounts (i.e. Coles, Total Tools, Mechanic and Cabcharge) and arranging cards for new staff.
- Supporting Top End staff to follow purchase requests and purchasing processes.
- Supporting staff with savings request i.e. documentation and purchase/top up.

7. People & Culture

- Support the People & Culture and Senior Administrative and Operations Officer with the office Hygiene Safety & WHS plans and implementation.
- Support record keeping and filing.
- Support stocktaking of uniforms and re-ordering as needed.

8. Monitoring, Evaluation and Reporting

- Contribute to data collection and data entry in the Children's Ground database.

9. Contribute to Children's Ground

- Be a positive, innovative and active member of the Children's Ground team that contributes to a strong, connected, respectful and supportive organisation.
- Actively contribute to team building and planning sessions, including regular meetings.
- Commit to Children's Ground Code of Conduct, including following community protocols.
- Contribute to social media and reports.
- Undertake other tasks as requested to support the activities of Children's Ground.

Work Health & Safety

This role will require an active person who can work regularly in warm conditions and can cope with sitting, standing and moving around. The role will involve regular bending and lifting heavy objects.

Key Selection Criteria

Essential

1. Respect for cultural protocols and an understanding of working in First Nations communities.
2. Friendly and welcoming approach to supporting staff and community visitors
3. Strong communications skills
4. Well organised and able to manage time effectively.
5. Strong attention to detail and ability to stay organised across multiple tasks.
6. Ability to work independently and take initiative to solve problems.
7. Be motivated and willing to learn.
8. Competent with common administration tools and systems (Microsoft Suite, digital platforms).
9. Willingness to undergo a National Police Check and obtain NT OCHRE Card (Working with Children Check).
10. A C Class Drivers Licence.

Desirable

1. Experience in a similar role.
2. Willingness to take on new responsibilities and grow within the role

Personal Attributes

- Team player and willing to jump in and help
- Self-starter who thrives in an environment that is ambiguous, dynamic, variable and complex.
- Embraces and thrives in a culturally diverse workplace.
- Passionate about social justice.
- Highly collaborative.
- Focus on achieving excellence.