

Senior Administration Officer

Classification: SCHADS Award – Level 4.1

Employment: 0.8 FTE

Reports to: Operations Manager

Term: Fixed term to 30 June 2027

About the Position

The Senior Administration Officer provides high-quality administrative and coordination support across MHLET, contributing to the smooth and effective day-to-day operation of the organisation.

The role is responsible for a range of administrative functions, including coordinating training programs and intakes, supporting members and participants, maintaining accurate records and systems, managing office and training resources, and providing general administrative support to the MHLET team.

Key Responsibilities

- Coordinate program and training administration, including registrations, enrolments, intake calls, attendance, participant communications and follow-up.
- Conduct intake calls with prospective participants, providing information about programs, training requirements and next steps.
- Coordinate training and program logistics, including dates, venues, catering, room setup, materials, workbooks, resources and stationery.
- Liaise with trainers, staff and participants to support the effective coordination and smooth delivery of programs, training sessions, workshops and events.
- Respond to routine member, participant and stakeholder enquiries by phone and email, providing timely and appropriate information and support.
- Assist with membership administration, including applications, records and related correspondence.
- Maintain accurate and up-to-date participant, membership, training and organisational records, including attendance and completion information.
- Maintain databases, filing systems, SharePoint and other administrative systems to support accurate record keeping and organisational processes.

- Support the collection, maintenance and reporting of administrative and program data as required.
- Assist with meetings, workshops, events, invoices, purchasing, supplies and general office administration.
- Monitor and order office, program and training supplies to ensure resources are available as required.
- Use Microsoft 365, SharePoint and other organisational systems effectively to support administration, communication and information management.
- Provide general administrative support to the Operations Manager and broader MHLET team, contributing to the effective day-to-day operation of the organisation.

Selection Criteria

Essential

- Demonstrated experience in administration, program administration or a similar role.
- Strong organisational skills and the ability to manage competing priorities and deadlines.
- Strong communication skills and confidence conducting intake and follow-up calls.
- High level of accuracy and attention to detail, particularly when maintaining records and databases.
- Competence using Microsoft 365 and the ability to learn new systems.
- Ability to work independently, use initiative and work effectively within a small team.
- Lived experience of mental health challenges and an understanding of the value of lived experience.

Desirable

- Experience coordinating training, workshops or events.
- Experience working in a not-for-profit or community organisation.
- Experience using SharePoint or similar systems.

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- Must be an Australian citizen or permanent resident.
 - Satisfactory National Police Check and Working with Vulnerable People registration.
 - Current driver's licence.
 - Ability to perform the inherent requirements of the role, with reasonable support where required.
 - High level of competence with the Microsoft Office Suite including MS Teams and SharePoint.
 - Driver's license and the capacity to travel within the state (this will be only occasionally)

Values & Work Health and Safety

The successful applicant will demonstrate respect, professionalism, reliability, initiative, accountability and attention to detail, with a collaborative approach and commitment to lived experience leadership and consumer participation.

The position is required to comply with MHLET Work Health and Safety policies and contribute to a safe, inclusive and supportive workplace.

MHLET Core Competencies

- Self-awareness, reflective practice, and emotional intelligence
 - Risk management and compliance
 - Clear, inclusive communication
 - Personal accountability and integrity
 - Ability to work within MHLET's lived experience values and trauma-informed principles
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How to Apply

Please submit:

Applicants are required to submit a cover letter, current CV and a separate written response addressing the selection criteria.

To:
admin@mhlet.org.au

Applications close: **16 September 2026**
