



**WAAMH**

Western Australian Association  
for Mental Health

## POSITION DESCRIPTION

<b>Position</b>	Administration Assistant
<b>Contract</b>	Fixed Term Contract – Part Time
<b>Hours</b>	0.2 FTE / 7.6 hours per week – Fridays
<b>Location</b>	Workzone, Level 1, 1 Nash Street, Perth, 6000
<b>Reports to</b>	Manager, Corporate Services
<b>Approved</b>	Chief Executive Officer
<b>Date/Signed</b>	May 2019

### Job Purpose

The Administration Assistant provides general corporate services and reception support for WAAMH with an additional focus on membership administration.

While providing administration and reception support for WAAMH the role is also responsible for providing membership administration and training support. As part of the Corporate Services team the role provides support to the wider organisation as needed.

### Key Responsibilities

The Administration Assistant works autonomously, in consultation with other WAAMH staff, under the direction of the Manager, Corporate Services to deliver the following:

#### 1. Administration

- Provide effective and efficient administration services.
- Maintain and promote effective working relationships and high standards of service on behalf of WAAMH to individuals, members, organisations and the wider community.
- Provide basic booking keeping support; including purchase orders and invoicing.
- Prepare training or event materials as required for WAAMH's training or events teams.
- Other general day to day administration support as required.

#### 2. Reception

- Professional reception services including responding to telephone calls & messages.
- Meeting and greeting WAAMH visitors and stakeholders.
- Support Training activities with reception and registration assistance.
- Assist with the room booking co-ordination and administration of internal and external meetings, events and workshops.

#### 3. Membership

- Membership point of contact for new and existing members.
- Assist with renewals of current members and the signup of new members.
- Support Membership database maintenance and accuracy.
- Support membership communications for new and renewing members highlighting membership and benefits e.g. Brochure, Website, Social Media.
- Involvement in reviewing and updating membership policies and procedures.
- Provide regular Membership reports as required.
- Assist with planning, preparation, and running of WAAMH's AGM.



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#### **4. General**

- Participate in organisation wide activities including team meetings and events.
- Actively engage in professional and cultural development opportunities.
- Maintain and promote effective working relationships and a high standard of service on behalf of WAAMH.
- Ad-hoc duties as required by the Corporate Services team.

### **Selection Criteria**

#### **Essential**

- Demonstrated experience in an Administration Assistant or Reception role.
- Experience in using MS Suite of software.
- Knowledge of administrative & document management processes.
- Strong verbal and written communication skills.
- Highly effective organisational skills with an ability to meet competing deadlines.
- Ability to work autonomously and using own initiative.
- Basic book keeping experience.
- Effective interpersonal and team skills.
- Possession of a current National Police Certificate.

#### ***Desirable***

- Lived experience of mental health issues as a consumer, carer or family member.
- Experience working with confidential and sensitive information.
- Experience using SharePoint or similar document management software.
- Demonstrated experience with using CRM software.
- Experience using XERO accounting software.
- Promote and adhere to WAAMH's mission and values.
- A culturally and/or gender and sexuality diverse background

### **Acceptance of Position Description**

\_\_\_\_\_  
Signature of Staff Member

\_\_\_\_\_  
Date

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Name of Staff Member