



Position Context and Capability Statement

Terrain NRM is an independent, not for profit and community-based environmental management organisation. We think innovatively and act collaboratively to protect and restore the water, soil, biodiversity, and landscapes of the Wet Tropics region from the Daintree in the north, down to Ingham in the south and across the Atherton Tablelands.

We work with our partners and local communities to:

- Identify and communicate the **most pressing natural resource challenges** facing our region.
- Lead the development of **pro-active and inclusive solutions**.
- Source, interpret and **provide trusted advice** to policy and funding decision-makers.
- **Secure funding and finance** to pilot and rapidly scale-up transformative solutions for our environment, community, and economy.
- Provide independence, balance, and science-based objectivity.

Our external vision:

A thriving and sustainable Wet Tropics.

Our vision for ourselves:

To be a world leader in community-based tropical natural resource management.

Our mission:

Empowering communities to solve our region's environmental challenges, together.

Our values:

- Integrity: We are honest, transparent, and fair.
- Respect: We treat individuals and communities with respect, value diverse knowledge systems and act in culturally informed ways.
- Innovation: We build upon lessons learnt, embrace diverse thinking and search for new ideas and solutions.
- Collaboration: We achieve long lasting change by partnering with others and building strong relationships.
- Courage: We are bold, transformative, and ambitious with a long-term vision for our region.

How we work – The Terrain Way

- We are strategic.

- We harness our collective intelligence.
- We build trust and confidence.
- We empower our communities and partners.
- We actively seek new ideas and innovations.
- We establish and develop strategic partnerships.
- We amplify our impact.

Strategic plan guiding principles:

To deliver multiple outcomes in each of our NRM focus areas that simultaneously contribute to a vibrant economy, healthy ecosystems, and empowered communities.



TERRAIN

NATURAL RESOURCE MANAGEMENT

POSITION DESCRIPTION

Position	Administration Support Officer
Strategy Unit	Corporate Services
Reports to	Administration Team Leader
Supervises	Nil
Location	Preference for successful applicant to be based in Cairns, but could be based in Tully, Innisfail, or Atherton
Classification	Band 1, Level 3
Employment terms	Permanent 0.8FTE to 1FTE, negotiable dependent on candidate
Salary Range	The 2024-2025 salary range will be \$63,263 to \$68,478 full time equivalent (72.5 hrs per fortnight). (Please refer to the Terrain Single Enterprise Agreement)

Position Purpose

The Administration Support Officer provides high quality administrative support across corporate and project functions, taking direction on tasks to be delivered from various stakeholders, under the guidance of the Administration Team Leader. The duties will be wide and varied covering a range of general administrative functions, these may include:

- General finance support, including system data entry and payable/receivables.
- Organise aspects of various meetings/events/workshops which may include booking venues; arranging catering; set up/pack down; organising and purchasing of equipment and general logistics; tracking RSVPs and attendance; preparing and distributing agenda's and meeting papers, taking minutes; and uploading key documents to SharePoint.
- Project data entry in database apps, to support project teams with monitoring and reporting.
- Reception duties, including receiving guests within Terrain offices and at external events, receiving and directing enquiries, via phone, electronic or paper mail.
- General electronic filing tasks in line with document control procedures.
- Provide support with adoption of Terrain templates across Terrain documentation, assist with formatting, mail merging, support staff with general trouble shooting of Microsoft suite, and other information system apps as required, within the scope of role.
- Assistance with employee inductions relevant to administration, facilities, fleet, desk, and IT equipment.
- Facilities administration in relation to maintaining offices, purchasing office supplies, and dealing with equipment issues.
- Fleet administration including booking in services, cleaning vehicles, and arranging repairs.

- WHS tasks including monthly office and vehicle audits and assisting implementing controls in line with Policy and Procedure.
- Terrain Corporate Traveller booking enquires/new staff set up, supporting general travel arrangements.
- Update of admin fact sheets/documents.
- Other administrative activities as reasonably requested.

Key Attributes of the Role

Positive culture:

Actively promote and foster a positive safe culture where people are protected from physical and psychological harm.

Adopt a courteous, friendly manner, and a flexible “can do” attitude to adapt to changing work environment.

Professional conduct:

Present and promote a professional and corporate image of Terrain NRM to staff in all forums, and communicate professionally and effectively with Directors, funders/investors, collaborators, stakeholders and suppliers, modelling Terrain values and behaviours at all times.

Maintain discretion and confidentiality in every aspect of the role.

Be a proactive contributor to support Terrain’s delivery in line with its values, including its commitment to providing a culturally safe and inclusive work environment.

Problem solving:

Under the guidance of the Administration Team Coordinator and specialist staff, interpret and follow policies and procedures.

Use judgment and discretion in relation to independently solving problems and prioritising tasks within area of responsibility, to ensure deadlines are met.

Assist in finding realistic, practical, and where possible creative solutions to existing and emerging issues, barriers, challenges and problems relating to area of responsibility.

Key Relationships:

Pro-actively identify and develop positive relationships with, as a minimum:

- Direct Supervisor/Manager
- Corporate Support Services Leader, CEO and other members of the Executive Leadership Team
- Terrain staff members, including Department and Project leaders and members
- External stakeholders

Team Working:

Being an effective and high-performing team member, consistent with the values of Terrain, including:

- Working closely with staff, inter-disciplinary planning teams and partners to contribute to effective corporate services and project delivery.

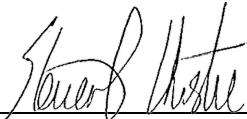
Participate in conflict resolution both within Terrain and between Terrain and external parties, as required.

Additional Factors

- 'C' class drivers' licence is required.
- Travel and overnight stays around the region may be required.
- Perform all duties in accordance with Terrain's Policies and Procedures and code of conduct.
- Environmental sustainability: Actively promote and support the reduction of Terrain's environmental and carbon footprint and support environmentally sustainable business practices.
- You must be eligible to work in Australia (you are an Australian citizen or a permanent resident of Australia or New Zealand or have a valid visa that provides work rights).

Selection Criteria

Technical ability
<ul style="list-style-type: none">▪ Demonstrated experience in administration role with attention for detail and accuracy in a wide scope of administrative support duties.▪ Demonstrated meeting support, including meeting minutes and note taking.▪ Understanding the importance of accurate and complete data entry for reporting and auditing.▪ Ability to understand importance of administrative tasks within the context of delivery and adapt to suit broader objectives of the team, project, or activity.
Authority and Accountability
<ul style="list-style-type: none">▪ Ability to identify process improvements and assist with designing and implementing.▪ Ability to document work instructions and processes.▪ Ability to work autonomously with limited supervision, within scope of role.
Interpersonal Skills
<ul style="list-style-type: none">▪ Demonstrated highly effective verbal and written communication skills.▪ Demonstrated ability to engage with various stakeholders within and external to the organisation in a professional and effective manner.▪ Strong work ethic and enthusiasm for the role and to support the broader organisational team.▪ Strong alignment with Terrain values and culture.
Judgement & Problem solving
<ul style="list-style-type: none">▪ Ability to recognise inconsistencies and question potential problems or concerns and, within scope of role, suggest and contribute to solutions.▪ Demonstrated ability to work in an environment of change, to negotiate and manage priorities to ensure service levels are maintained and seek support appropriately.
Qualifications and experience
<ul style="list-style-type: none">▪ Demonstrated experience in a similar role with ideally 3 years or more experience.▪ Proficiency in Microsoft Office: Outlook, Word, PowerPoint essential.▪ Familiarity with applications such as Excel, SharePoint and Microsoft power apps would be highly desirable, will require ability to learn.▪ Experience in use of a finance system/s, or ability to quickly acquire knowledge and skills.

CEO Approval		Stewart Christie	11/07/2024
	Signature	Name	Date