

Position Description

Administration Officer

Reports to: Chief Executive Officer (CEO)

Employment Status: Part-time (15 hours per week)

Location: Grampians Wimmera Mallee Tourism Office, Halls Gap, Victoria

About Grampians Wimmera Mallee Tourism

Grampians Wimmera Mallee (GWM) Tourism is the peak regional tourism organisation representing one of Victoria's most diverse visitor destinations.

The organisation is jointly funded by the Victorian Government through the Department of Jobs, Skills, Industry and Regions (DJSIR) and eight local government partners:

- Ararat Rural City Council
- Buloke Shire Council
- Hindmarsh Shire Council
- Horsham Rural City Council
- Northern Grampians Shire Council
- Southern Grampians Shire Council
- West Wimmera Shire Council
- Yarriambiack Shire Council

GWM Tourism provides regional leadership across destination marketing, industry development, visitor economy growth, product development, strategic planning, advocacy and tourism investment.

Position Purpose

The Administration Officer plays a vital role in supporting the day-to-day operations of Grampians Wimmera Mallee Tourism.

Working closely with the CEO, the role is responsible for the efficient administration of the organisation, including bookkeeping, office coordination, database management, meeting support and general business administration. The successful applicant will contribute to a professional, well-organised office environment while supporting the delivery of regional tourism initiatives.

Key Responsibilities

Office Administration

- Manage day-to-day office administration.
- Maintain accurate bookkeeping and financial administration records.
- Process invoices, payments and account reconciliations.
- Assist the CEO with diary management, scheduling and workflow.
- Coordinate office supplies, equipment and facilities.
- Liaise with IT and telecommunications providers to ensure systems operate effectively.
- Coordinate meeting logistics, venues and catering where required.
- Maintain corporate records, filing systems and document management processes.
- Assist with maintaining and updating the organisation's corporate website and online content.

Industry Development Support

- Maintain and update the organisation's industry databases, including Mailchimp.
- Assist Business Manager with the coordination of industry workshops, forums and events.
- Support the team and provide administrative support for tourism programs, projects and stakeholder engagement activities.

General Administration

- Support the CEO in preparing agendas, meeting papers and documentation.
- Coordinate meeting invitations and distribution of papers.

Key Selection Criteria

Knowledge and Skills

The successful applicant will demonstrate:

- Excellent written and verbal communication skills.
- Strong organisational and administrative abilities with high attention to detail.
- Sound computer skills, including Microsoft Office (Word, Excel, Outlook and PowerPoint).
- Experience with bookkeeping software such as MYOB (desirable).
- Experience using website content management systems and customer databases (desirable).
- Knowledge of the Grampians Wimmera Mallee visitor economy or tourism industry (desirable).

Organisational Skills

- Ability to work independently while contributing positively within a small team.
- Excellent time management and organisational skills.
- Ability to prioritise competing tasks and consistently meet deadlines.
- Ability to manage multiple projects simultaneously with minimal supervision.

Interpersonal Skills

- Highly developed customer service and relationship management skills.
- Ability to build productive relationships with staff, Board members, industry partners and stakeholders.
- Professional, approachable and collaborative work style.

Qualifications

- Current Victorian Driver Licence.
- Relevant qualifications or experience in business administration, bookkeeping, office management or a related discipline will be highly regarded.

Judgement and Decision Making

The Administration Officer is expected to:

- Exercise sound judgement in managing routine administrative matters.
- Work independently within established policies and procedures.
- Escalate complex or sensitive matters to the CEO where appropriate.
- Identify opportunities to improve business systems and administrative processes.
- Maintain confidentiality and professionalism in all aspects of the role.

Key Relationships

Internal

- Chief Executive Officer
- Grampians Wimmera Mallee Tourism staff

External

- Tourism businesses and industry partners
- Victorian Government departments and agencies
- Local government officers
- IT and telecommunications service providers
- Suppliers and service providers

What We're Looking For

We're seeking a friendly, organised and proactive administration professional who enjoys working in a small, dynamic team.

The successful applicant will be someone who takes pride in delivering high-quality administrative support, enjoys working with people, and can manage a diverse range of tasks with professionalism, initiative and attention to detail.

This is an excellent opportunity to contribute to the continued growth of one of Victoria's leading regional tourism organisations while enjoying the lifestyle benefits of working in the Grampians.