

Position Title:	Administrative/ Office Assistant		
Work Area:	Corporate Services	Reports to:	People and Capability Manager
Reportable Positions:	Nil	Employment Status:	Full-time
Primary Location/s:	Nissan Arena, 590 Mains Road Nathan	Modified:	January 2022
Netball Queensland	<p>At Netball Queensland we have an ambitious vision of becoming a world-class sport organisation respected for transforming lives through netball. We strongly encourage all candidates to read our Strategic Plan available on our website www.netballq.org.au</p> <p>To achieve this Netball Queensland must push the limits, we therefore need extraordinary people to take our sport into uncharted territory. Shaping a performance culture and delivering world class performance starts with assembling the right team and creating an environment where that team can thrive.</p> <p>We are super proud of our history-making Queensland Firebirds team; we are determined to continue to be the number 1 sport for women and girls in Queensland and we couldn't be more excited about our new \$45million state-of-the-art Nissan Arena. The next few years are game changing for us, and we need the right team in place to make the most of these opportunities.</p> <p>Further information on Netball Queensland, Nissan Arena, Queensland Firebirds and the HART Sapphire Series can be found at www.netballq.org.au www.nissanarena.com.au www.firebirds.net.au and www.sapphireseries.com.au</p> <p>Further information on Netball Queensland, our current Strategic Plan and our core functions can be found at: www.netballq.org.au</p>		

Our Values, Our Culture

The values of our organisation are core to all recruitment. Our values guide and shape how we take up our role and how we behave, individually and collectively. We believe:

- Trust**
Trust is at the spine of how we operate. Trust means honest conversations and no “triangles”. It means trusting each other to do our best at all times and to give and receive feedback so we can learn and grow.
- Collaborative**
We are not massive fans of traditional hierarchy. Clear roles and accountability definitely, but a spirit of contribution, a team culture of “side over self” and two heads are better than one to crack a problem or opportunity.
- Brave**
To transform lives and to lead our sport into the future we will need to make brave decisions, we will need courage to take risks, to stand up for what we know needs to be done and the resilience to convert failure into fuel.
- Authentic**
We each have so much to give, and to receive, if we show up. Be real, share our failures and successes, share our learnings. Use initiative, don't wait for someone else. Back yourself. Show up. Find your voice. Own it.

- **Inclusive**

Diversity is a huge strength, and we must get better at it. Whether it is our First Nations people or including men and boys, inclusion and diversity is our future. Every single one of us must take responsibility to create change.

- **Innovative**

We have pioneering DNA. Relentless pursuit of learning and continual improvement, creation of a safe space for ideas to be born and tested and learnings captured. Let's write the future, not react to it.

Your Contribution to Netball Queensland

As our Administrative/ Office Assistant, you will contribute to the efficient operations of the Netball Queensland office and be the first point of contact for our netball community. You will be required to provide exceptional customer service, be a positive brand ambassador and positively contribute to organisation culture.

This essential role is responsible for coordinating the day-to-day administrative duties of Netball Queensland and providing operational support to the Executive Officer and People and Capability Manager across a full spectrum of administrative activities. Key to success will be your ability to contribute innovative thinking for a continual improvement approach.

With a sound technical background, you will bring an enthusiastic 'can do' approach and professionalism to the role. Your opportunity here is to ensure the customer and employee experience at Netball Queensland is second to none. You will be a team player, someone who takes initiative, and proactively seeks out opportunities to deliver exceptional service.

In return, you will gain a wealth of experience in an innovative, energetic and supportive team.

Key Responsibilities of this role

The Administrative/ Office Assistant will be responsible for the following:

Reception and Telephone

- Welcome visitors to the Netball Queensland Office.
- Attend to incoming calls and handle general enquiries and complaints.
- Respond to general enquiries received via Netball Queensland's general email address. Forwarding emails to appropriate staff member for reply when required.
- Coordinate the use and maintenance of Netball Queensland resources including vehicles and meeting rooms.

Office Administration and Support

- Ensure the receipt and processing of incoming and outgoing mail, including couriers.
- Monitor adequate office supplies including stationery, photocopier and kitchen.
- Provide support to the Executive Officer to coordinate booking travel, accommodation and car hire for staff, Directors and key stakeholders when requested and as workload allows.
- Assist in the preparation and delivery of Executive functions such as the AGM, Board meetings etc.
- Assist in maintaining the presentation and security of the Netball Queensland premises, ensuring a professional image is maintained at all times.
- Provide administrative support to the Executive Officer
- Contribute positively to our team and help out with various tasks as required

Recruitment

- Co-ordinate and work with the hiring manager and the People and Capability Manager to facilitate recruitment and selection:
 - Ensure adherence to the NQ recruitment process
 - Assist in updating position descriptions
 - Post job adverts to recruitment platforms
 - Post vacancies on the NQ website
 - Liaise with marketing to promote vacancies on social media
 - Manage and track candidate applications
 - Schedule interviews
 - Conduct reference checks
 - Notify unsuccessful candidates

Onboarding

- Prepare for new starter commencement and coordinate all administrative aspects of onboarding:
 - Prepare induction schedule for all new starters, which includes scheduling training sessions with relevant people
 - Prepare induction pack
 - Arrange swipe card
 - Add new employee to staff structure and floor plan
 - Confirm workspace allocation and ensure set-up

Exits

- Coordinate all administrative aspects of employee departures:
 - Complete Elevate offboarding form
 - Schedule exit interview
 - Ensure all NQ issued equipment is returned

IT Equipment

- Monitor and order IT equipment including laptops, monitors and docking stations
- Issue IT equipment to new staff
- Liaise with Netball Queensland external IT support provider
- Complete onboarding and offboarding forms and lodge with external IT support provider to set-up/disable accounts for new starters and departing employees

Compliance

- Manage NQ Blue Card portal ensuring all employees have valid cards and notify employees when cards are due for renewal
- Track and record first aid certification and arrange first aid training as required

General HR Administration and Support

- Support the People and Capability Manager to prioritise workflow and ensure achievement of deadlines
- Work closely with the People and Capability Manager to deliver planned people initiatives that enhance employee performance, engagement and retention
- Assist with any projects as required
- Develop professional relationships across the organisation to build trust and establish credibility
- Show initiative and attention to detail, discretion and confidentiality in relation to staff employment information and issues

Core Competencies, Skills & Personal Qualities

Values Alignment

The **most** important factor for both candidate and NQ, is an **alignment of values**. A great experience is founded by the alignment of your personal values with Netball Queensland's values of **collaborative, brave, authentic, inclusive, innovative, trust**. Not all cultures work for all people. We recognize this and therefore try to be as open and transparent about our culture.

Personal Qualities

- Problem solver - high resilience and a growth mindset. Can analyze problems and likes to be challenged.
- Achiever - desire to have a positive impact on the world. Appetite for results and being accountable.
- Self-starter - high levels of initiative and intrinsic motivation. You bring energy and optimism.
- Team player – prefers to work in a team environment, values diversity.
- Ability to translate ideas into action - the ability to think and execute at scale is critical. We are a large sport!
- Calm under pressure – high emotional regulation under stress and manages competing priorities.

Leadership at NQ

At Netball Queensland, we know what our desired leadership behaviours are. This is what leadership looks like at NQ:

Purpose To captain NQ so that our people feel valued, inspired and proud to stretch for amazing.

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| We are: | <ul style="list-style-type: none">• Brave• Unifying• Credible | We will always: | <ul style="list-style-type: none">• Stand up for what we know needs to be done• Be OK with being challenged• Bring the energy• Care personally, challenge directly |
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Qualifications and Experience

The Administrative/ Office requires the following qualifications and experiences:

Qualifications and Experiences

- 2 – 5 years administration experience in a similar role in a fast paced and collaborative environment

Knowledge and Skills

- Advanced understanding and application of Microsoft Office suite
- Strong interpersonal skills with the ability to foster trusting stakeholder relationships and a 'here to help' attitude
- Exceptional organisational and time management skills, with high attention to detail
- Responds effectively to direction, takes ownership of tasks, manages multiple tasks, prioritises workload, follows set procedures, sees tasks through to completion and works to a high standard

Personal Attributes

- A strong personal brand which personifies Netball Queensland's values driven culture of excellence based on trust
- Unwavering integrity and commitment to confidentiality
- Demonstrates adaptability when dealing with problems and changes to priorities
- Brings a positive and encouraging attitude to work and work relationships
- Eager to learn and motivated to achieve goals

What we Offer

To achieve our vision of becoming a “world-class sports organisation respected for transforming lives through netball”, Netball Queensland must have the best and brightest team on and off the court. Your reward for stepping into this challenge will be:

- A high-performance culture where you will lead and be led, challenge and be challenged.
- Professional development and a strong commitment to support your career growth.
- Flexible work practices to enable you to live your best life.
- An unbeatable team culture.
- Excellent working facilities in our brand new, state of the art Nissan Arena, and in a number of locations across the state.
- On-site parking at Nissan Arena.
- Tickets to events at our venue.
- Opportunities with our corporate sponsors.
- And above all, the opportunity to directly impact our great game of netball and ensure its sustainability for generations to come!

Other Information

OKRs

Netball Queensland has adopted a performance-focused approach to planning and growth. We use OKRs – Objectives and Key Results. Suitable candidates will need an understanding of OKRs and a willingness to embrace the OKR system.

Hours of Work

The sport industry operates outside of traditional business hours, including weekends. To succeed in this role, you must be willing and able to work when and where sport is happening. We have a flexible approach to ensuring our people can balance their family life and personal commitments alongside the demands of the industry.

Blue Card

You must hold a Working with Children (Blue) Card or be able to obtain one as soon as possible, and before commencing employment with Netball Queensland.