

Position Description

Job title:	Office Manager
Department:	People & Culture
Work type:	Full time, onsite
Reports To:	People & Culture Business Partner
Position Reports:	N/A
Position Contact:	Tarnia Drakes

About the organisation

.au Domain Administration (auDA) is the administrator of the .au domain name system (DNS), which is Australian critical infrastructure relied on by internet users in Australia and around the world. We are a not-for-profit community-based organisation endorsed by the Federal Government.

Our purpose is to administer a trusted .au domain for the benefit of all Australians and champion an open, free, secure and global internet.

We support the needs of Australian internet users by:

- Delivering a stable, secure and reliable .au DNS
- Implementing .au policy rules that are transparent, responsive and efficient
- Investing in the Australian internet ecosystem to improve the utility of the .au domain.

We also participate in global internet governance processes. Through our work, we strive to uphold the multi-stakeholder model of internet governance and the social and economic benefits that flow from it.

Further information about auDA is available at www.auda.org.au.

Our values

Contribute: locally and globally

We serve all Australians and global internet users.

Better together

We collaborate and work together as one auDA.

Strive for excellence

We deliver value. On time, every time.



Role purpose

The Office Manager is responsible for the smooth operation, up-keep and day-to-day function of the auDA office, ensuring the office is consistently well presented and functions are efficiently managed and executed.

As the first point of contact for external visitors, this role requires a daily onsite presence and a professional and courteous manner.

You will be primarily responsible for coordinating and completing a wide range of administrative functions, including providing support to the Chief Financial Officer (CFO) and Chief People & Culture Officer (CPCO) for their diary and travel management and key projects.

This support will extend to the broader auDA team on various projects, meetings and events and to the executive assistants of the CEO, Chief Operating Officer (COO) and Chief Communications Officer (CCO).

The role will also actively contribute to the organisational culture that embodies auDA's values and promotes a positive and safe environment for staff.

Key accountabilities

The primary responsibilities of the Office Manager include:

- Being the onsite point of contact for all auDA staff, responsible for:
 - Receiving all incoming visitors and deliveries
 - Assisting staff with general enquiries and ensuring enquiries and requests are executed end-to-end
 - Actively managing and reporting the status of tasks on Trello board
 - Directing staff requests to the appropriate place or person/s
 - Providing information regarding facilities and administration processes and procedures to auDA staff and visitors
- Effectively managing all office functions including obtaining quotes, ordering supplies and equipment and maintenance of assets with the required Executive approval under the Delegations Policy, as directed.
- Booking travel for the auDA Board, committees, and executives, as needed
- Overseeing the conditions of the office meeting rooms to ensure they are clean and tidy at all times, and set up in the required layout for all meetings
- Proactively managing the meeting room booking system, escalating booking issues with the P&C Business Partner and liaising with the IT department to ensure AV and other equipment are functional.



- Facilities management:
 - Liaising with building managers/staff, cleaners and tradespeople as needed
 - Ensuring suppliers and tradespeople are booked at appropriate times to avoid disturbance to staff
 - Ensuring suppliers and tradespeople have completed necessary paperwork and induction as required by building management.
- Supporting the EAs to the CEO, COO and CCO for the successful management of auDA Board meetings and corporate events such as the staff Christmas party and, staff retreat.
- Adhering to all appropriate policies, systems, procedures, and protocols in place to deliver effective administrative practice
- Overseeing the maintenance, cleanliness and tidiness of the auDA office, including:
 - Ensuring all areas are clean and well-maintained
 - Ensuring the kitchen and print room are neat and well-stocked
 - Reporting any issues with office cleaning including engaging directly with the office cleaning company.
- Immediately reporting any potential Work Health and Safety (WHS) issues (as defined in the *Occupational Health and Safety Act 2004 (Vic)*) identified in the office to the P&C Business Partner
- Providing administrative support to the P&C Business Partner for WHS operations, including:
 - Managing office first aid: Gaining and maintaining appropriate qualifications, maintaining registers and the office first aid kits, as well as preparing first aid kits for staff that are travelling, as needed
 - Participating in Fire Warden training and building meetings, and maintaining the relevant registers
 - Office signage: Install required signage in the office at the direction of the P&C Business Partner.
 - Notifying staff of any WHS information as directed by the P&C Business Partner
 - Being the primary contact for initial reporting of WHS incidents and issues
- Other ad-hoc duties activities to support the delivery of auDA's Strategy and core functions.



Key selection criteria

Qualifications and experience

- Proven experience using the Microsoft Office Suite
- Good written and verbal communication skills
- Administrative experience required, preferably in a medium-sized organisation
- A team player who also effectively works independently
- Ability to interact effectively and liaise with a broad range of internal and external staff and stakeholders
- Exceptional organisational and time management skills.

Important information

Background checks

A National Police Check, Right to Work and bankruptcy will be conducted as part of the recruitment process. An *AusCheck Critical Infrastructure Background Check* may also need to be conducted. Where applicable, international background checks may also be required.

Privacy collection information

.au Domain Administration Limited ACN 079 009 340 collects your personal information for the purpose of assessing and responding to your application. All personal information is collected in accordance with the *Privacy Act 1998* (Cth) and our [Privacy Policy](#).

We, or our third-party tools or platforms, may disclose some of your personal and sensitive information to our payroll, invoicing and data storage and records management services located overseas, including in the USA, United Kingdom, New Zealand, Singapore, Malaysia, Vietnam, and the Philippines. You agree to this disclosure and acknowledge that such recipients may use de-identified employee data for that recipient's commercial purposes. We will ensure that all arrangements with third party tools or platforms or third-party service providers will contain appropriate controls (which may be contractual or operational) to protect your personal information.

If you have any questions or would like to access your personal information held by auDA, please contact us at privacy@auda.org.au.

Occupational Health and Safety

In the context of OHS policies, procedures, training and instruction, as detailed in Section 25 of the *Occupational Health and Safety Act 2004* (Vic), employees are responsible for ensuring they:

- Follow reasonable instruction



- Cooperate with their employer
- At all times, take reasonable care for the safety of themselves and others in the workplace.

Flexible working arrangements

We believe in supporting our employees in balancing their work and life commitments. All roles at auDA can be worked flexibly by mutual agreement. This underpins a diverse, adaptive and high-performing workforce. The nature and scope of flexible options available will depend on the nature of the position. Applicants are encouraged to discuss flexible arrangements with the hiring manager during the recruitment process.

Please note that the role may require you to work the hours which are reasonably necessary to fulfil the requirements of the position, or as required by auDA, including monitoring, reading and responding to business-related communications from auDA or customers outside of usual office hours, where reasonable. The remuneration for this role includes compensation for all hours you would be required to work, including reasonable availability out of hours

Last Updated

20 May 2025