



## Position Description

<b>Position Title:</b>	<b>Administrative Assistant</b>
Location:	105 Cambridge St, West Leederville
Manager:	Chief Operating Officer
Position Status:	Part time 25- 30 hours per week

## About WestCycle

WestCycle is the peak body for bike riding in Western Australia, leading and coordinating the growth and development of bike riding. Our vision is to have “more people riding bikes more often.”

WestCycle’s focus areas are

- **Representation** of our stakeholders in our advocacy to government and other agencies in order to deliver improvements in bike riding infrastructure, facilities and attitudes by and towards bike riders.
- **Growth** in the participation of bike riding.
- **Sustainability** of the environment, WestCycle and its member organisations.

Our values represent what we stand for.

### LEADERSHIP

- We inspire growth and action.
- We provide direction, motivation and guidance.
- We take a big picture view.
- We strive to raise the standards for the whole industry.

### COLLABORATION

- We do great things together.

- We deliver success through shared goals and mutual support.
- We help and support each other to achieve a collective goal.
- We listen and evolve together.
- We facilitate the use of collective knowledge and energy.

### **SUSTAINABILITY**

- We build an organisation for the future.
- We take care of our team.
- Success breeds sustainability.
- We make decisions and act with regard to the environment, our economy and society.

### **Position Overview**

The Administration Assistant supports the Executive and is responsible for providing effective administration support to all WestCycle divisions, ensuring a high level of customer service is maintained at all times.

Primary duties include the provision of administrative support to the CEO & COO, office management, managing customer relationships and administrative processes for divisional teams.

### **Key Responsibilities**

#### **CEO & COO Support**

- Provide general administrative assistance to the Chief Executive Officer and Chief Operating Officer
- Manage policy implementation at board and staff level
- Support CEO in preparing Board agenda and minutes
- Coordinate meetings for Board, Committees, Advisory Groups

#### **Projects**

- Manage registration systems and customer engagement for schools projects

#### **Active Transport**

- Support delivery of active transport projects.
- Updating the website with infrastructure announcements, planned closures and diversions.

#### **Membership:**

- Administrative support to Membership Manager

- Manage all inbound membership enquiries and questions such as checking membership status, renewing a membership or access to TidyHQ.
- Manage outbound membership calls
- Support delivery of member events and benefits

#### **Marketing:**

- Manage updates to the WestCycle website
- Ensure the accuracy of the Events calendar on the WestCycle website.

#### **Events:**

- Manage the day to day of all event management systems
- Provide general support and assistance to all WestCycle events

#### **Inbound Communication:**

- Answer all incoming telephone calls
- Manage WestCycle's email enquiries, complying with agreed customer service timeframes

#### **General Office Management**

- Accountable for the overall office cleanliness and professional presentation to guests to the office
- Manage office supplies and stationery requirements
- Manage office maintenance requirements
- Ensure meeting rooms are prepared in advance of meetings as required

#### **Role suitability & ours of work**

This part time role has been created to meet the needs of WestCycle and to attract a candidate who is capable of delivering both executive support and is happy to provide customer relations tasks and general administrative support to the divisions.

An appropriate package will be negotiated to suit the candidate's capabilities.

Whilst we have a flexible workplace with the capacity for working from home, it is an expectation that the candidate will attend the office for the majority of time. The role is designed to suit the following hours which can be modified for the suitable candidate.

- Monday – Friday
- 9am – 3pm
- Christmas School holidays off (if required)
- Term 2 mid year school holidays off (if required)

- Term 1 & 3 School holidays coincide with our event schedule and will be required to work.

### **Selection Criteria**

- Demonstrated ability to work well in a collaborative environment and with minimal supervision
- Ability to manage confidential information
- Strong organisational skills with the ability to follow procedures, multi-task and meet deadlines
- Strong interpersonal and communication skills, with the capacity to communicate productively with a range of internal and external stakeholders and work well within a team environment
- Strong computer literacy
- Experience in board and executive processes preferred