



Administration Officer Position Description

Position Title: Administration Officer

Department: Operations

Salary/Wages: Voluntary position

Position No: HR

Supervisor: Operations Manager (O.M)

Organizational Relationships

Internal Contacts:

- Operations Manager (Direct Contact)
- Membership Team
- Training Team
- Board of Directors

Position Summary

Support Reiki Australia's strategic goals with a focus on membership and training administration while ensuring alignment with our mission, vision, values, and policies. This role contributes to the efficient daily operations of the organisation while providing responsive and compassionate service to members and stakeholders.

Key Functions and Responsibilities

- Establish, maintain, and update effective systems for routine organisational operations
- Manage day-to-day administration and communications as assigned, with particular focus on membership processes and training coordination
- Participate in Administration meetings as required
- Support Operations projects and routine activities
- Maintain regular communication with the Operations Manager regarding progress and any situations requiring attention
- Uphold Reiki Australia's professional standards in all interactions and deliverables

- Participate in zoom & phone meetings and occasional special meetings as requested by the Board
- Serve on Board sub-committees as required

Person Specifications

Desirable Skills/Experience:

- Ability to establish, document, and maintain efficient systems
- Focus on delivering Board-directed project outcomes
- Excellent time management skills and ability to prioritise tasks
- Excellent verbal and written communication skills
- Demonstrated ability to establish and maintain effective teamwork
- Capacity for sensitive, compassionate interactions with staff and external contacts
- Intermediate/advanced computer skills with willingness to learn new online systems
- Intermediate/advanced administration skills (policies, IT, records management, communications)
- Experience in day-to-day operations of small to medium organisations

Desirable Qualities:

- Commitment to Reiki Australia's vision of advancing professional and lay Reiki practice
- Sensitivity to different personalities and motivations; ability to build on diverse values
- Ability to understand perspectives of the Board, members, and customers
- Openness to new ideas and creative solutions
- Flexibility in managing change; ability to work with ambiguity
- Trustworthiness with sensitive and confidential information
- Member of Reiki Australia

Benefits

- Accrue Continuing Professional Development (CPD) points (for Members)
- Join the Reiki Australia community of like-minded volunteers passionate about Reiki
- Develop supportive relationships with volunteers, staff, and members
- Participate in quarterly social 'Meet & Greet' online gatherings
- Experience the satisfaction of making a meaningful difference