

Office Administrator (National Office)

Updated 08 November 2018

Position:	Office Administrator (National Office)
Organisation:	Hub Australia Pty Ltd
Reports into:	Hub Australia, Head of Shared Services
Start date:	January 2019
Probationary period:	6 months from original start date
Location:	Hub Southern Cross (Melbourne)
Employment type:	Permanent full-time
Ordinary hours of work:	You are expected to be contactable between 09:00 and 17:00 (Mon - Fri). In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
Salary:	To be discussed at interview stages
Phone allowance:	\$100.00 per month
Leave entitlements:	As per leave policy.

Who we are:

Hub Australia is a coworking community for growing businesses. We provide premium workspaces, business networks, and member services to a diverse range of businesses, with over 1500 members ranging from entrepreneurs, startups and NFP's, to larger corporate, government, and educational organisations across Melbourne, Sydney, Adelaide and Brisbane.

As a Hub Australia team member, you'll be part of a tight-knit group in an environment where no two days are the same. Live something bigger by working for a growing organisation and certified B-Corp that offers training and career development opportunities, all while working in the most beautiful coworking spaces in Australia.

As we continue to build the best place to create, share, and work with others, there's a perfect spot for you to grow with us.

Your new role:

As an integral member of the Shared Services team, you will be the go-to for anything and everything. You will be the oracle, the central point of reference, the keeper of all knowledge ... well, maybe not, but you'll know exactly who to contact to get the answer you need!

The Shared Services team is part of Hub's National team and encompasses Accounts, Human Resources, Impact (did we mention we're a B-Corp?) and Systems. Essentially, the Shared Services team manages the business of the business.

You will get a kick out of knowing everyone and having a direct line to the Executive team, you will thrive on being the most organised person in the organisation (although you will have some competition in that respect) and you will delight in providing an exceptional level of internal customer service to your colleagues across all areas of the business.

Administration support to the national team (estimated 20% of workload)

- Answering all manner of queries (often more than once), with boundless patience and a winning smile, to connect Hub team members with the information they seek.
- Liaising with our corporate travel provider, ensuring that our travel budget and policies are being adhered to, reporting on travel metrics and coordinating our biannual 'Hub6' all staff conference.
- Assisting with Shared Services procurement by liaising with suppliers to ensure our needs are being met as the business grows and leveraging national buying power.
- Recommending initiatives to streamline our processes and systems, improve policies and documentation and facilitate knowledge sharing across the business.
- Living and breathing our values: Collaboration, Accountability, Resourcefulness, Adaptability and Beyond Profit.

Bookkeeping support to the Accounts team (estimated 50% of workload)

- Pushing credit card payment records from Receipt Bank to Xero, ensuring all credit card payments are recorded accurately and assigned to the correct general ledger account.
- Reconciling credit card accounts through Xero and chasing up culprits in the team who have neglected to submit their credit card receipts (... again!).
- Assisting the Accounts team with the end of month close of books and BAS reporting.
- Facilitating refunds in Xero and Stripe on request from the clubhouse teams.

- Liaising with our collections agency or facilitating write-offs in Xero to close off delinquent accounts.

Executive Assistant to the Executive team (estimated 30% of workload)

- Providing email and appointment calendar support to the CEO, dealing with correspondence as appropriate, and assisting the other Executives as required.
- Managing arrangements for Board, Executive, Management and All Hands meetings, liaising with Board members and external clients, assisting with agendas, liaising with presenters and collating presentation materials and Board pack documentation.
- Fielding external enquiries and delegating follow-up to the appropriate Hub team member, politely directing enquiries away from the Executive team where possible.
- Drafting correspondence and proof reading documents for the Executive team as required.

Important metrics:

- Agreed SLA response times and resolution times to be met
- Credit card reconciliations to be completed weekly and finalised for the end of month
- CEO's email inbox to be cleared (or 100% under control) by 5pm each day

What you'll need:

- 5+ years experience in similar broad-based administrative roles
- 2+ years experience in bookkeeping or accounts reconciliation
- Certificate IV, Diploma or Advanced Diploma in Administration, Business or Accounting
- Exceptional time management and workload prioritisation skills with the ability to juggle multiple tasks, deadlines and stakeholders
- First-class customer services skills with the ability to remain cool, calm and collected under pressure and to retain a sense of humour no matter what
- Experience using Xero as an online accounting solution

What you'll be rewarded with:

- Being a key member of an energetic, dynamic and fun national team who stands for more than their bottom line
- Being part of a [B-Corp](#) certified company with a vision and plan to use Hub Australia as a force for social and environmental good, and to make a difference in the world
- Having access to a personalised training and professional development program to grow your skills and career
- Being supported to make social and environmental impact with paid volunteer leave each year
- An invitation to our biannual company-wide conference, where you will meet all your teammates from across the country and have a lot of fun!

All this while working in one of Australia's most beautiful workspaces!

To apply, please send a copy of your resume and cover letter to hello@hubaustralia.com with Office Administrator in the headline. We look forward to hearing from you.