



<b>Position Title:</b> Data Entry Administrator	<b>Entity:</b> Indigo Australasia Inc (Indigo)
<b>Reports to:</b> Department Team Lead / Manager	<b>No of Direct Reports:</b> 0
<b>Industrial Instrument / Job Level:</b> CLC – Tier Support	<b>Primary Location:</b> Nedlands
Position Requirements	
<p><b>Primary Purpose</b> The purpose of the Data Entry Administrator is to provide data entry and administration support to the relevant team.</p>	
<p><b>Key Accountabilities/Responsibilities</b></p> <p><b><u>Health Safety Wellbeing &amp; Environment</u></b></p> <ul style="list-style-type: none"> <li>• Comply with all health, safety and hygiene policies, systems, and WH&amp;S legislation to maintain an appropriate working environment</li> <li>• Ensure all incidents, accidents, injuries, hazards or property damage are reported. Identify any relevant safety improvements and work collaboratively with the Work Health and Safety program.</li> <li>• Contribute to a culture that supports wellbeing.</li> </ul> <p><b><u>Functional – Data Entry</u></b></p> <ul style="list-style-type: none"> <li>• Preparing and sorting documents for data entry.</li> <li>• Entering data into database software and checking to ensure the accuracy of the data that has been inputted.</li> <li>• Resolving discrepancies in information and obtaining further information for incomplete documents.</li> <li>• Creating data backups as part of a contingency plan.</li> <li>• Responding to information requests.</li> <li>• Testing new database systems and software updates (as required).</li> <li>• Day-to-day administrative tasks as required within the team</li> </ul> <p><b><u>Operational</u></b></p> <ul style="list-style-type: none"> <li>• Build and maintain relationships with suppliers, regulators, customers and other external stakeholders</li> <li>• Contact and liaise with existing and new suppliers on products or services (as required)</li> <li>• Contribute to the implementation of the Group’s overall long-term strategy and annual business plans</li> <li>• Contribute to, and demonstrate by example, the vision, mission and values</li> <li>• Participate and/or engage in all activities that relate to Group strategic initiatives and key issues</li> <li>• Identify and implement improvement opportunities within the Group and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation</li> </ul> <p><b><u>People &amp; Culture</u></b></p> <ul style="list-style-type: none"> <li>• Participate actively with colleagues in the leadership team to deliver integrated business outcomes</li> <li>• Ensure cultural optimisation through engaging in fit-for-purpose cultural programs</li> </ul>	

- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace

**Administration**

- Meet activity based KPI’s and report on functions of responsibility
- Ensure delivery of services and support within Service Level Agreements
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures
- Ensure all documentation and associated processes are maintained and accessible in appropriate formats and designated locations

**Senior Data Entry Administrator**

- Provide mentoring and training on data entry processes to Data Entry Administrators in the team (as required)
- Escalate any team training or performance issues to Lead or Manager
- Identify and participate in continuous improvements activities to ensure the organisation meets customer expectations and proactive and appropriate business processes.
- Management of multiple group email accounts: organise, triage and escalate as required, overseeing requests until completion and ensuring our Service Level Agreement timescales are achieved.
- Provide administrative support with Contract Management, procurement, business development, project management and stakeholder engagement themed business activity.
- Anticipate stakeholders needs and work collaboratively to address them proactively.
- Be proactive in supporting with market analysis, research and gap analysis activities.
- Provide meeting support including scheduling, minute taking and agenda preparation for relevant meetings.
- Assist with development and submission of tender responses, project proposals, and consultation briefs, as required.
- Lead the document control process for the program/department, ensure changes are uploaded in a timely manner.
- Assist with the preparation, collating and delivery of business reporting/ analytics.

**Key Performance Indicators & Measures**

*Indicators of effective performance in the position. KPI’s are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time.*

**Key Relationships**

*Key positions or groups with whom the individual will interact to perform the work of the position.*

**Internal**

- Leadership team
- All other teams in the organisation

**External**

- Corporate customers
- Sector peers/competitors

**Key Behaviours**

Behavioural competencies or ‘behaviours’ are effectively attributes we display as we carry out our work, and ‘how’. Below identifies **KEY** competencies (**6-12 key to the role**) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be **Operational Behaviours**.

[Strategic Behaviours](#)

[Leadership Behaviours](#)

[Operational Behaviours](#)

<input type="checkbox"/> Aligning Performance for Success <input type="checkbox"/> Analytical Thinking <input type="checkbox"/> Critical Thinking <input type="checkbox"/> Building Strategic Working Relationships <input type="checkbox"/> Change Management <input type="checkbox"/> Innovation & Creativity <input type="checkbox"/> Leading through Vision & Values <input type="checkbox"/> Strategic Decision Making	<input type="checkbox"/> Adaptability <input type="checkbox"/> Building Customer Loyalty <input type="checkbox"/> Building Partnerships <input type="checkbox"/> Leading the Team – people centric <input type="checkbox"/> Coaching/developing others (Senior DEA) <input type="checkbox"/> Delegating Responsibility <input type="checkbox"/> Decision Making <input type="checkbox"/> Information Monitoring <input type="checkbox"/> Influencing /Negotiation <input type="checkbox"/> Managing Conflict <input type="checkbox"/> Project Management <input type="checkbox"/> Digital capability <input type="checkbox"/> Business Acumen <input type="checkbox"/> Growth mindset <input type="checkbox"/> Agile Approach <input type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input checked="" type="checkbox"/> <b>Applied Continuous Learning</b> <input type="checkbox"/> Marketing & Comms <input type="checkbox"/> Build Trust (Senior DEA) <input checked="" type="checkbox"/> <b>Communication</b> <input type="checkbox"/> Client Liaison (Senior DEA) <input type="checkbox"/> Demonstrates Initiative <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input type="checkbox"/> Legislative & Industry Standards <input checked="" type="checkbox"/> <b>Organisation &amp; Self Management</b> <input checked="" type="checkbox"/> <b>Quality &amp; Work Standards</b> <input type="checkbox"/> Results Focused <input type="checkbox"/> Safety & Environmental Excellence <input type="checkbox"/> Teamwork <input type="checkbox"/> Tenacity
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**General Assessed**

Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
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**Work Related Requirements**

**Knowledge & Skills (Social, Personal & Technical) & Equipment**  
*The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position*

- Capability to build relationships and effectively communicate with others
- Ability to prioritise and meet deadlines, sometimes working with incomplete information
- Advanced Microsoft office package skills and strong computer literacy.
- Strong analytical skills to interpret data.
- Attention to detail
- Ability to work independently and methodically
- Ability to follow instructions
- Knowledge of Aged Care sector or AT Products (not essential)

**Work Experience**  
*The type and extent of previous work experience that is necessary to perform in the position*

- Role/s in similar position and/or industry, with exposure to at least one of the functional areas encompassed by this role
- Operational experience in database entry (desirable)
- Operational experience in mentoring or training (desirable - Senior DEA)
- Experience working with suppliers (desirable – Senior DEA)

**Qualifications**

Certificate level qualification in business, administration, database or computing related fields or relevant positional experience (desirable)

**Extent of Authority**

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Prepared & Approved By: Sarah Volaric, Bernadette Mitchell-Armstrong, & Lisa Karabin

Date Reviewed/Modified: 6/03/2024

\*All PDs should be sent to P&C for approval and uploading to sharepoint

Related Documents: **PD Work Instructions, Behaviours Guide**

**HR Use only**

**Risk Assessed Role (NDIS Worker Screening Check) No, not NDIS risk assessed role**

Date the role was assessed: 1/02/2022

Assessed By: Lisa Karabin, People & Culture Manager