POSITION DESCRIPTION: ADMINISTRATION & PROJECTS OFFICER

Title	Administration & Projects Officer
Reports to	State Manager WA
Division/Department	ICS Perth
Location	3/7 Hector Street West, Osborne Park, Perth

1. PURPOSE

The Administration & Projects Officer coordinates and manages a wide range of activities related to client service, administration, building maintenance, and project support for conservation jobs.

The Administration & Projects Officer supports three key areas:

Business Operations
Responsibilities include reception, responding to client enquiries via phone and email, managing the client database, drafting job estimates, processing payments, managing invoicing, arranging transport, collaborating with conservation staff to effectively manage client issues, coordinating and minuting team meetings, and supporting social media and website updates.

Building Maintenance
The role has primary responsibility for managing the building facilities, organising maintenance contractors as required, and ordering kitchen and bathroom supplies.

Conservation Projects
Project assistance activities include drafting and contributing to project reports, sourcing subcontractors, and liaising with clients and subcontractors. Assisting with the preparation of tenders and submissions is a key responsibility, along with administering contracts and maintaining job records.

2. REPORTING RELATIONSHIPS

The Administration & Projects Officer:

Reports to	State Manager WA
Occasionally supervises work undertaken by	Building maintenance contractors

3. DUTIES AND RESPONSIBILITIES UNDERTAKEN BY ALL ICS STAFF

This position description should be read in conjunction with the following documents:
Working at ICS: Position Guide, which provides an overview of duties relevant to all ICS staff

4. MAJOR RESPONSIBILITIES

Business Operations

Outcome:	ICS administration and management processes support the delivery of positive financial outcomes

Business Operations

- Answer phones and receive clients at the lab
- Draft estimates to ensure accuracy and readability
- Work with Conservators to create invoicing schedules and claim statements
- Process payments
- Assist Conservators to identify and manage variations and quote amendments
- Communicate with Conservators about job approvals, cancellations, and scheduling
- Produce JobBag reports and client notes as requested by staff
- Support the production of monthly reports, eg. forecast billings, insurance values
- Coordinate quotes and bookings for transport, framing, digitisation, etc.
- Manage registration and tracking of objects, including movement of objects sent to and from subcontractors
- Support the production of social media and website updates
- Identify and implement operational improvements

Lab and Building Maintenance

Outcome:	ICS functions smoothly to maximise productivity and profitability

- Manage lab presentation and storage of artworks
- Manage the Equipment Register and coordinate repairs or purchases as required
- Regular stocktake and ordering of materials as required, including first aid supplies, and kitchen and bathroom supplies
- Act as first point of contact for building maintenance, including:
  - Cleaners
  - Air conditioning
  - Safety equipment, eg. fire extinguishers, exit lighting
  - Telephone landline
  - IT network and devices
  - Pest control
  - Waste disposal
  - Security

Conservation Projects

Outcome:	On time, profitable, quality project outcomes are appropriate to client needs

- Support the State Manager and conservators to manage deadlines and workflow
- Support the writing of submissions, reports and proposals
- Provide project assistance and/or occasional supervised conservation assistance, either on site or in the lab

Client Relations

Outcome:	ICS clients are confident about our work and value their interactions with staff, resulting in ongoing, productive relationships

- Act as the first point of contact for providing information about ICS services
- Manage or support client communication on job progress and receipt/collection of objects
- Liaise with conservators to convey client information and job updates
- Provide regular advice to ICS Management about client feedback
- Support ICS Management to effectively deal with client concerns

Teamwork and leadership

Outcome:	ICS conservation and administration teams function smoothly to maximise productivity and well-being of staff

- Actively engage with all staff to ensure effective internal and external communications
- Develop and implement administration processes to support smooth team functioning, eg. recordkeeping, coordinating and minuting team meetings
- Seek advice and support to manage difficult jobs

Work, Health and Safety

Outcome:	ICS is a healthy and safe work environment for all staff

- Work closely with the State Manager and the Operations & HR Manager to ensure ICS Perth complies with safe work regulations
- Conduct regular workplace safety audits
- Take reasonable care and cooperate to protect the health and safety of self and others
- Model safe work practices in own behaviours
- See Working at ICS: Position Guide for more detailed information for all staff

Professional Development and training

Outcome:	Personal career goals are nurtured and enhance ICS standing in the profession

- Actively engage in personal professional development, eg. through on-the-job acquisition of expertise, formal training, and through professional activities, organisations and events.

5. ADDITIONAL DUTIES

Additional 'hands on' duties may occasionally include photography, art handling and packaging.

APPROVALS AND REVISION

Written/revised by	Approved by	Approval date
Ruth Thompson Operations Manager	Claire Rowson State Manager WA	3 November 2026

KEY SELECTION CRITERIA

Skills and knowledge

- Excellent communication skills in English, both written and verbal
- Strong administration skills, including recordkeeping, document production, team communications
- Strong problem-solving skills
- A high level of accuracy, numeracy and attention to detail
- Practical skills and ability to safely handle valuable or delicate objects with care
- High level computer skills including proficiency in MS Word, Excel, PowerPoint, Outlook, web and database applications
- Good working knowledge of Occupational Health and Safety practices in the workplace

Personal attributes

- Accuracy and attention to detail
- Initiative and willingness to learn
- Strong organisational and time management skills
- Ability to work both independently and collaboratively
- Outcomes-focused, with a level-headed approach, helpful attitude and excellent work ethic
- Warm, confident and resilient
- Strong commitment to client service
- Strong interest in and appreciation of the arts and heritage

Experience

- Experience in an administrative and customer-focused role
- Working cooperatively and effectively in a team environment
- Experience in supporting and/or managing projects
- Demonstrated ability to build good client relationships
- A good understanding of the visual arts /heritage/conservation sector is desirable

Qualifications/Essential requirements

- Training or work experience in a relevant area
- Drivers licence (essential)
- Australian citizenship or permanent residency