

POSITION DESCRIPTION

Position Title	Fieldwork and Office Administrator
Type	Full time or part time
Division	Administration (alongside the First Nations Research Division)
Supervisor	Office Manager (Arlene Hendricks)
Stream	Administration
Location	Melbourne
Start Date	ASAP
Salary	Negotiable (depending on skills and experience)

ABOUT ORIMA

ORIMA Research Pty Ltd is a profit-for-purpose consultancy company that conducts research for Australian and State / Territory Government clients on a range of topics including healthcare and wellbeing, education, environmental assets, policy, sports programs, communications and more.

Our mission is to improve the wellbeing of people by contributing to high quality, evidence-based public policy, public administration, service delivery and management decisions through our market and social research, data analytics and advisory services.

We have offices in Melbourne, Canberra, Sydney and Brisbane and employ around 60 permanent staff as well as a national team of over 35 casual First Nations community interviewers. These community interviewers conduct sensitive and robust research with First Nations Peoples.

ORIMA has a dedicated First Nations Research Division which is tasked with conducting inclusive, robust, ethical and high-quality research. Throughout ORIMA's history, we have maintained a strong focus on ensuring that our research with Australia's First Peoples is conducted in a respectful, sensitive and collaborative way.

ROLE DESCRIPTION

We are looking for an experienced office professional with strong inter-cultural communication, people management and administrative skills to join our Melbourne office.

This role has 2 key functions:

1. **Maintain, co-ordinate** and **oversee** our team of First Nations community interviewers, provide **administrative support** to the **First Nations Research Division** and to our **First Nations Principal Advisor**, N'arweet Dr Carolyn Briggs AM (who attends the office once a week). The position will work closely with, and be guided by, our First Nations Principal Advisor, Division leader and team.
2. **Support our ORIMA-wide administrative team** more generally.

The work will be split approximately 50 / 50 between these two functions.

KEY DUTIES / RESPONSIBILITIES

- Regularly keep in touch with the team of First Nations community interviewers respectfully to ensure that they feel connected and are engaged with the ORIMA First Nations team and work
- Manage the team of community interviewers and co-ordinate their work to ensure on-time and quality delivery (e.g. survey allocation, administration, completion and feedback)

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- Assist with maintaining and building the size of the community interviewer team, as well as training new and existing interviewers
- Assist with planning data collection logistics, including regularly communicating with community interviewers (e.g. on their availability and capacity)
- Conduct project briefing sessions with community interviewers at the start of every new project
- Manage and monitor the progress of surveys (e.g. numbers of surveys completed, encouraging completion of quotas and resolving challenges interviewers are experiencing)
- Complete administrative requirements for each project, including quality control, payments and feedback to interviewers
- Provide feedback to project managers about improving effectiveness and efficiency of their projects
- Be willing and flexible to work outside of normal office hours (e.g. for project briefings and to trouble shoot problems when projects are in field)
- Reception duties – answering, screening and directing calls to throughout the company
- Ensuring reception is professionally presented at all times
- Setting up meeting rooms for client and staff meetings (e.g. water and coffee/tea, equipment and other requirements as necessary)
- Ad-hoc assistance to the Melbourne Office Manager as requested (i.e. courier bookings, ordering catering, helping to maintain the kitchen).

ORIMA is an ISO 20252 and ISO 27001 accredited company and engaging with and closely following our quality processes in the daily work environment is critical.

REQUIREMENTS, QUALIFICATIONS AND SKILLS

Residency Status	<ul style="list-style-type: none"> • Australian citizen or a permanent resident
Qualifications	<ul style="list-style-type: none"> • 3+ years relevant work experience • Experience working with Aboriginal and Torres Strait Islander peoples and communities, or in other intercultural settings (preferred but not essential)
Technical Skills	<ul style="list-style-type: none"> • Proficiency in the Microsoft suite, particularly Teams, Excel and Word • High level of organisational and time management skills • Well-developed written and verbal communication skills, including the confidence to interact with a diverse range of stakeholders across different channels (email, reports, letters)
Soft Skills	<ul style="list-style-type: none"> • Ability to confidently and respectfully work with Aboriginal and Torres Strait Islander Peoples from across Australia • Confidence and skills to represent our company when dealing with clients, our community interviewers and research participants • Resilience to adapt to unexpected project demands/changes • Attention to detail • Reliability and flexibility • Conscientious and self-motivated / driven • A mindset for continuous improvement • An ability to work independently as well as in a team, including across teams in the organisation • A positive mindset and ‘can do’ attitude • Have an interest in the public sector and/or social research as a positive way of contributing and making a difference to our community

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How to Apply:

Please send your application to hr@orima.com. Applications must include the following:

1. CV
2. cover letter (of no more than 3 pages) addressing the key job requirements.

Our recruitment process is as follows:

Stage 1: First interview

Stage 2: Psychometric testing followed by second interview