

One Nation Head Office

POSITION DESCRIPTION		Position Title	Receptionist & Office Administrator
Position Type	Full Time, 6-month contract (possible extension)	Start Date	TBC
Reports To	Operations Manager	Location	QLD, Brisbane CBD

Purpose of Position	Support the efficient and effective running of the Pauline Hanson's One Nation Head Office through professional front-of-house reception and phone handling, and effective administration of the office and memberships.
Role and Responsibilities	Reception and Phones • Act as the first point of contact for members, supporters, media, suppliers and the general public, answering and managing a busy main switchboard with confidence and warmth • Triage calls, resolve straightforward enquiries on the spot and transfer more complex matters to the right person in Head Office, a Senator or MP office or a state branch • Handle all callers, including those who are frustrated or upset, with patience and a professional manner, hearing their concerns while keeping calls efficient and moving so no one is left waiting on hold • Keep accurate call notes and follow up where committed • Greet visitors, maintain a tidy and welcoming reception area, manage sign-in sheets and meeting room bookings • Handle incoming and outgoing mail and the main office email inbox Office Administration • Support the execution of efficient office and administration procedures and processes to ensure the effective running of the Pauline Hanson's One Nation Head Office • Ensure accurate record keeping, data entry, database and file management is maintained, including the effective use of the Party's CRM (NationBuilder) and other databases • General administration including the management and coordination of stationery, printers, kitchen supplies and meeting spaces • Identify where office procedures could run more smoothly and suggest improvements • Assist the Operations Manager, General Manager and National Executive with other administrative tasks and duties as required Memberships • Process new membership applications, renewals and changes to member details, and issue membership cards • Respond to membership queries by phone and email, providing support to members and non-members on party policies, processes and memberships • Work closely with the members team to ensure membership records are accurate, up to date and handled with appropriate confidentiality

	Campaigns and Branches • Provide support to the Party and Head Office with the execution of election campaigns as needed, including coordinating materials and logistics and fielding an increased volume of calls and enquiries • Support the branch network with administrative tasks and communications Working Relationships • Establish and maintain effective working relationships with the National Executive and across Senator and MP offices, state executives, key stakeholders and suppliers • Liaise with the National Executive, Senator Offices and Electoral staff on processes and issues across the offices to ensure unity, consistency, teamwork and effective collaboration • Represent Head Office professionally and in line with the Party's values at all times Team Culture Expectations • Safety is always our top priority • Foster respect, trust and goodwill in all internal and external interactions • Demonstrate personal responsibility and initiative • Maintain honesty, integrity and confidentiality at all times • Encouraged to demonstrate initiative, make contributions at all times, and offer improvements on all processes • Participate in team events • Work collaboratively with PHON MPs, State Executives, and their staff in the federal and state offices
Selection Criteria	Essential Experience and Skills • Demonstrated experience handling a high volume of calls in a busy reception, switchboard, contact centre or customer service role, with the ability to make callers feel heard while keeping conversations efficient and moving to a resolution • Ability to stay calm and courteous under pressure, read a caller's tone and adjust approach, and politely redirect or decline where required • Excellent interpersonal and people skills including clear, confident written and verbal communication • Demonstrated experience managing reception and phones alongside general administration tasks in a fast-paced and diverse environment • Strong organisation, prioritisation and time management skills • Experience managing deadlines and managing expectations with multiple parties/stakeholders • Strong computer skills and typing proficiency (Microsoft suite); experience with a CRM or membership database highly regarded • The ability to be flexible, demonstrate initiative and pitch in wherever needed • Sound judgement and absolute discretion when handling confidential member and party information

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	• Knowledge and alignment to Pauline Hanson's One Nation policies and values • Undertake a National Police History Check and agree to provide any relevant records relating to court appearances or legal proceedings, if requested Desirable Experience and Skills • Previous experience in a political party, MP or Senator's office, campaign, or a similar membership-based or not-for-profit organisation • Experience in a contact centre or high-volume customer service setting
Conditions	• Initial 6-month full-time contract with the possibility of extension • Based at One Nation Head Office, Brisbane CBD • Salary commensurate with skills and experience, plus superannuation • Appointment subject to a satisfactory National Police History Check • Some flexibility in hours may be required during campaign periods and major events