

Job Description

Title and reporting relationships

Position title:	Integrity & Compliance Administrator		
Reports to:	Assurance Manager	Team:	Scheme Integrity

Role purpose

The Integrity and Compliance Administrator supports WARRRL's risk management, ethical and regulatory adherence by managing compliance documentation and assisting with compliance reporting. This role provides a high and proactive level of administrative support to Scheme Integrity, overseeing and coordinating various administrative tasks including handling correspondence from a diverse variety of stakeholders, overseeing day to day operations, scheduling and managing team meetings. The role ensures accurate record-keeping, effective communication of key compliance and risk documentation, and timely follow-up on compliance tasks, contributing to the overall fostering of a culture of integrity within WARRRL and in connection to the Scheme.

Key responsibilities

A maximum of 5 key responsibilities for the position. List in order of importance. Health Safety and Wellbeing is mandatory for all Job Descriptions. Leadership section mandatory for all managers.

Responsibilities	What you do	Measures
1. Documentation and Record Keeping, including database administration	<ul style="list-style-type: none"> Maintain and organise compliance related documentation for the Team. Ensure that all records are up-to-date, easily accessible, and securely stored. Assist with capturing accurate records in CRM and undertake accurate data entry and records 	<ul style="list-style-type: none"> Adherence to document management standards established by team and any WARRRL wide policies and procedures Periodic checks and balances on records management and completeness of data entry Use of standardised templates and automated workflows as designed

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Responsibilities	What you do	Measures
<p>2. Compliance reporting, monitoring and audit assistance</p>	<ul style="list-style-type: none"> • Collect and compile data for regular compliance reports such as reporting to the Audit and Risk Committee or Executive Leadership Team. • Assist in the creation of detailed compliance status and incident reports for internal use. • Track and report on the completion of compliance training and other compliance-related activities. • Assist in the preparation of compliance reports and documentation required for audits or compliance monitoring activities. • Assist the Assurance Manager or other delegate as necessary, with the execution of compliance monitoring activities, including but not limited to: <ul style="list-style-type: none"> ○ Carrying out regular Bulk refund declaration checks with respect to Refund Point Operators ○ Assisting with manifest audits or other audit regimes as required functionally. 	<ul style="list-style-type: none"> • Report timeliness and accuracy – on time reporting submission in line with reporting schedules • Reports are complete and not missing information, stakeholder acceptance of reports • Data compiled for audit or compliance activities is succinct and relevant. • Monitoring activities are undertaken safely under supervision and in strict adherence to required operating processes.

<p>3. Communication and Administrative Support</p>	<ul style="list-style-type: none"> • Serve as the first point of contact for team queries from staff members and external stakeholders. • Contribute administrative assistance to the team by monitoring the audit/scheme integrity mailboxes and outlook calendars as directed. • Proactively manage meeting preparation for the team as required including preparing agendas and taking notes. • Capture actions and decisions from Team meetings and ensure that the relevant team members are advised. • Organise travel arrangements as required by team members. • Assist in the dissemination of compliance communications, such as policy updates and reminders as directed. • Schedule and coordinate compliance training sessions for employees as required. • Assist with the organisation of the day-to-day operations of the Osborne Park warehouse facility as directed, including but not limited to; <ul style="list-style-type: none"> ○ Arranging for maintenance tasks to be undertaken with external service providers ○ Organise purchase orders and facilitate payment of invoices for external service providers as required ○ Management of stock levels of stationary items, PPE, consumables and beverages for audit purposes ○ Coordinating regular annual calibration of scales and other equipment as necessary. 	<ul style="list-style-type: none"> • Response time is appropriate and items are prioritised reasonably and appropriately. • Accuracy of information provided is high, with limited errors or omissions in communications. Verification is sought for important communications. • Tone is professional and appropriate based on the nature of enquiry and/or task. • Agenda and actions management – agendas are finalised and disseminated in a timely manner, actions are recorded and shared within 1 day of the meeting. • Travel bookings are made in accordance to appropriate WARRRL policies and procedures and arrangements are safe and efficient for the traveller. • Maintenance and stock issues are managed in a timely manner and prioritised appropriately – stock levels such as PPE should not run out. • Adherence to internal policies and procedures in all tasks.
<p>4. Health safety and wellbeing</p>	<ul style="list-style-type: none"> • Promote a safe and healthy working environment that complies with HSW requirements. 	<ul style="list-style-type: none"> • Staff understand and embrace organisational culture, directions, goals and client service ethos.

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Responsibilities	What you do	Measures
	<ul style="list-style-type: none"> Take reasonable care for your own safety and health and avoid harming the safety and health of others through any act or omission at work. Identify and assess workplace hazards or risks. Abide by WARRRL's policies. Report every workplace injury, illness or near miss no matter how insignificant they seem. risks in the Containers for Change network. Utilise all protective equipment provided and as instructed 	<ul style="list-style-type: none"> Staff are aware of their responsibilities and expectations in their roles. Staff feel supported, engaged and safe to raise concerns.

Essential criteria

Qualifications	Essential skills, knowledge and experience	Desirable skills, knowledge and experience
<p><i>(what are the minimum educational, technical or professional qualifications required to perform the role)</i></p> <ul style="list-style-type: none"> Completion of secondary school (or equivalent) Current Australian drivers' licence 	<ul style="list-style-type: none"> Minimum of 3 years' experience in providing high level administrative support in the public or private sector Strong administration background with demonstrated experience managing a variety of databases and IT systems Demonstrated ability to communicate clearly and effectively in a variety of modes, to audiences internal and external to WARRRL including Refund Point Operators Ability to work collaboratively within a multi-disciplinary team Demonstrated ability to work autonomously with minimal supervision 	<ul style="list-style-type: none"> Certificate III in Business Manual Handling training First Aid qualified Experience in providing high level administrative support to an audit, investigations or enforcement team through regulatory activities in the public or private sector

Essential criteria		
Qualifications	Essential skills, knowledge and experience	Desirable skills, knowledge and experience
	<ul style="list-style-type: none"> • Strong analytical skills and attention to detail • Proficiency in Microsoft Windows and Microsoft Office (Word, Excel, PowerPoint and Teams) • Demonstrated aptitude for technology / systems and databases 	

Author:	Lyndsey McKee, Assurance Manager		
Approver:	Amy Lennox, Head of Scheme Integrity	Approval Date:	3/7/24