RDA Orana - The Welcome Experience Orana : Administration Officer

About RDA Orana:
Regional Development Australia (RDA) Orana is NFP and part of a national network committed to regional development through leadership, innovation, and collaboration. We enhance the economic, social, and environmental sustainability of the 12 Local Government Areas of the Orana Region.

About the Welcome Experience Orana:

The Welcome Experience Orana assists essential workers and their families in preparing for and settling into the Orana communities. By connecting newcomers with local people and resources, we aim to create a welcoming environment that encourages long-term residency.

About the Role:

We are seeking an energetic and highly organised individual to join our team as the Administrative Officer for the Welcome Experience Orana program. You will make a meaningful impact in this 12 month position.

As the first point of contact for essential workers relocating to the region, you'll play a key role in delivering a warm and professional welcome, while also providing vital administrative support to the Welcome Experience Orana team.

Key Responsibilities
Engagement & Communication
- Act as the main contact for essential workers, handling enquiries and consultations.
- Match workers with Local Connectors.
- Maintain regular communication with workers, employers and stakeholders.
- Support the Orana Welcome Local connectors where required.
- Manage emails, social media and program updates.
- Provide support or referrals as required.

Administration
- Data entry/record keeping - Salesforce CRM
- Coordinate team calendars, appointments, and virtual meetings, take meeting minutes and manage project documentation
- Track project milestones and deadlines with Project Manager
- Support events and general tasks when required
- Collect and organise, feedback & data from essential workers

- Support continuous improvement by tracking outcomes and sharing insights
- Manage timesheets, invoices, credit cards.

Social Media & Communications
- Work with TWE team and RDA Orana Comms Manager to plan and create content in line with RDA Orana's social guidelines, that promote The Welcome Experience Orana program
- Documentation of case studies and events.

Essential Requirements & Experience

- Very strong administration experience supporting project manager and team
- Exceptional interpersonal and communication skills
- Strong organisational abilities with meticulous attention to detail
- Demonstrated ability to prioritise tasks and manage multiple demands
- Proficiency with Microsoft Office
- Ability to quickly learn new software systems and digital tools

Desirable Qualifications

- Knowledge of the Orana region and understanding of relocation challenges
- Experience with diverse populations, including Aboriginal and Torres Strait Islander communities
- Experience with CRM systems (preferably Salesforce), Xero financial software, and statistical analysis
- Community event preparation and support

What's On Offer

- Competitive salary with superannuation and leave entitlements.
- 35 hours per week
- A supportive and inclusive team
- Opportunities to build community connections and make a noticeable impact.

Apply Today

Join us in shaping a brighter future for our region. Submit your resume, a cover letter outlining your relevant skills and experience and address the essential and desirable criteria by Thursday 19 February 2026.

For more information, contact Alana Copelin at alana@rdaorana.org.au or 0483 231 655

Application Closing Date: 11:55pm 19 February 2026