



MARITIME UNION OF AUSTRALIA

a Division of the Construction, Forestry, Maritime, Mining and Energy Union.

Paddy Crumlin | National Secretary

Warren Smith | Deputy National Secretary

Adrian Evans, Thomas Mayo, Mich-Elle Myers, Jamie Newlyn | Assistant National Secretaries

Position Description

National Administrative Assistant (Reception & Comms)

Division:	Maritime Union of Australia
Branch:	National Office
Address:	Level 2, 365 Sussex Street Sydney
Phone:	02 9267 9134
Website:	www.mua.org.au
Team:	National Administrative Team
Position:	National Administrative Assistant
Work Type:	Full Time Position
Reporting to:	National Administrative Coordinator
Employee Name:	
Employee Number:	
Classification/Grade:	MUA Staff EBA: Admin A, 1 or 2
Date of Approval:	

Union Overview

The Maritime Union of Australia is known both locally and internationally as a progressive and militant union.

The MUA is proud of the high union density in the maritime industries and encourages all maritime workers to join the union to benefit from the solidarity and collectivism that unionism brings.

Primary Purpose of the Role

The Administrative Assistant is the first point of contact at the MUA National Office, providing professional and welcoming front-of-house reception services.

The role provides administrative and travel support to the National Administrative Coordinator and broader National Office team as required, including through the delivery of events, meetings and projects underway in the National Office from time to time.

In addition, the role supports the National Media & Communications Coordinator with social media content, website updates, and general communications tasks under direction.

This position plays an important role in maintaining the public-facing image of the union and ensuring smooth daily office operations.

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Key Accountabilities

Reception & Front-of-House Duties:

- Greet and assist visitors, answer phones, manage general enquiries
- Handle incoming and outgoing mail and couriers
- Maintain the reception area and shared office spaces including the kitchen to a high standard
- Coordinate meeting room bookings and basic event setup

Social Media & Communications Support:

- Assist the Communications team with posting and scheduling content across the Union's social media platforms
- Update website content under direction, ensuring information is current and accurate
- Assist in the formatting and distribution of digital newsletters and internal bulletins
- Support photo and video documentation of union events (where required)

Administrative Support:

- Assist with general administrative tasks including data entry, document formatting, and filing
- Prepare meeting materials and provide event assistance when required
- Maintain office and kitchen supplies and assist with basic office coordination

Travel & Logistics Support:

- Support the National Administrative Coordinator with travel bookings, including flights and accommodation
- Help prepare travel itineraries and liaise with members and external providers as needed

Key Challenges

- Balancing high volumes of enquiries at reception with timely support to communications and admin functions
- Ensuring communications content is accurate, timely, and aligned with union messaging
- Supporting multiple stakeholders with varying needs and priorities
- Maintaining professionalism and confidentiality in a dynamic and politically engaged environment

Role Dimensions

- **Reports to:** National Administrative Coordinator & National Communications Coordinator
- **Supports:** National Officers and National Officials
- **Liaises with:** Union members, external stakeholders, staff, contractors, and visitors

Essential Requirements

- A proactive and flexible approach to tasks and problem solving
- Strong interpersonal skills and a professional, friendly phone manner
- Excellent verbal and written communication skills

- Strong organisational skills with the ability to manage competing priorities
- Proficiency in Microsoft Office (Word, Outlook, Excel)
- Ability to work as part of a team and follow direction from multiple supervisors
- Previous experience in reception, office administration, or communications support highly desirable
- Familiarity with social media platforms (e.g. Facebook, Instagram, X/Twitter) and website CMS (desirable)
- Understanding of union values and a commitment to worker rights is desirable