

## 11<sup>th</sup> World Administrators Summit COUNTRY REPORT

**COUNTRY:** AUSTRALIA

**REPORT SUBMITTED BY:**

Delegates:  
Christine Stewart (National President)  
Wayde Walker, Vice-President,  
Heather Batchelor (National Administration Officer),  
Observer: Liz Van Vliet (Director, Promotions)

**ASSOCIATION / NETWORK / ORGANISATION:**

Submitted by Australian Institute of Office Professionals

---

As stated in [Administra](#), monitoring and evaluating the World Action Plan is as important as identifying the objectives and strategies of your Association/Network. A major advantage of monitoring and evaluation is that Associations/Networks can learn a great deal about themselves, and how to lead, manage and improve their own activities and status by implementing this Action Plan.

Another advantage is to ensure that the World Action Plan is helpful to Associations/Networks throughout the world in developing their own strategic or business plans.

Each country sending delegates to a World Administrators Summit is asked to report against a selected Goal in Administra.

The Country Reports will be shared on the WA-Summit website as pre-read for the 11<sup>th</sup> WA-Summit.

Please explain how your Association/Network/Organisation is using Goal 1 to develop your activities:

### [Goal 1: Managing Administrative Skills](#)

#### **Objective 1.1: Enhancing the perceived value of administrative/ office professionals:**

Perceived value is otherwise called customer-perceived value, it is how a customer evaluates or rates a product or service when compared to other similar products.

Administrative professionals are highly valuable to the smooth running of a business, team or office. For many businesses, an administrative assistant is the very first hire outside the management team, with many executives relying on the skill of their assistants in order to do their job effectively.

## Objective 1.2: Increase awareness of the value of administrative skills in business:

Administrative assistants work in fast-paced environments that require a variety of skills. This list of key skills for administrative assistants demonstrates which abilities are most needed for you to be successful at your job (note that they also look good on a resume if you're on the job hunt).

### **1. Time Management**

Time management skills are key. You must be excellent at managing your time, as you have dozens of tasks to complete each day. You need to identify which tasks are urgent, and accurately estimate how long each will take.

You should arrange your day so that you can finish your tasks while having the flexibility to handle unexpected work. For instance, you need to answer the phone, reply to emails, accept deliveries, and manage problems that pop up.

Administrative assistants are also often responsible for managing the time of others. You must arrange meetings, plan events, and manage administrative diaries, or things will fall into disorder.

### **2. Organizational Skills**

Organization goes hand-in-hand with time management. Without strong organizational skills, it will be difficult for you to manage your time well. Such skills apply to administrative assistant work in a variety of ways.

As an administrative assistant, you'll likely be responsible for organizing physical items e.g.:

- paperwork
- office supplies
- electronics

You'll also likely have to manage digital items, such as:

- email
- documents
- data

Being organized will save you time and help everyone within the company do their jobs.

### **3. Problem Solving**

You need excellent problem-solving skills. Management wants assistants to take informed, decisive action when problems arise. Many of these decisions should be made independently.

Executives don't want to spend their time answering endless questions from administrative assistants, and appreciate the ones *who take initiative*.

Administrative assistants are also often the interface between management and those who report to them within the organization, e.g., clients, customers, or patients.

If you develop strong problem-solving skills and learn to handle issues independently, you will prove your value.

### **4. Attention to Detail**

Administrative assistant skills include multitasking. As an administrative assistant, you should try to prevent certain issues before they happen. The best way to do this is by paying close attention to detail.

Double-checking documents, bills, receipts, calendars, event details, mailing addresses, and other important information will save you from trouble later on.

Paying close attention to detail also helps you demonstrate credibility. If you're detail-oriented, your boss will trust you to handle your work. They also don't need to keep a close eye on you.

Similarly, clients and business partners appreciate attention to detail, because it reflects well on your entire company. When all the little details are handled without issue, your business appears meticulous and *focused on providing the best service possible*.

### **5. Adaptability**

To develop the key skills to be a successful administrative assistant, you must be adaptable.

If your company changes ownership or an administrator is replaced, you might be asked to operate in a completely new way. Different people have different preferences when it comes to organization.

Administrative assistants use technology every day, and technology rapidly changes. You must be able to adapt to change by learning how to use new software and devices.

It's tempting to do things the familiar way, but *it won't help your career in the long run.*

The more applications you list in your resume, the more tech savvy you will look. Organizations want administrative assistants who are comfortable with technology and can learn how to use new programs quickly.

*With courtesy of Pauline Delaney.*

## **Administrative Assistant Resume Skills for the Job Hunt**

This administrative assistant skills list is particularly useful for job seekers. Use it to build your administrative assistant resume when you apply for a new position.

### **1. Written Communication**

Administrative assistants are responsible for writing emails, letters, memos, reports, and other documents.

Since this ability is also part of applying for jobs, demonstrate your written communication skills on your application.

Use your resume and cover letter to both *show and tell* potential employers that you have strong written communication skills.

So, ensure your application documents are well-written and error free.

If there's a mistake in your resume or cover letter, potential employers *will assume you are not detail-oriented*. That means they'll think you'll make similar mistakes as their administrative assistant.

## **2. Tech Skills**

Technology plays a major role in the day-to-day work of most administrative assistants.

To succeed as an administrative assistant, you must know how to expertly navigate:

1. email platforms (e.g., Gmail and iCloud Mail)
2. word processing software (e.g., Google Docs)
3. spreadsheet software
4. databases
5. digital calendars

And much more, depending on the specific job.

That's why it's important to emphasize your administrative assistant technology skills in your resume. Be sure to add technical skills to your resume skills section.

The more applications you list, the more tech savvy you will look. Organizations require administrative assistants who are comfortable with technology and can learn how to use new programs quickly.

## **3. Verbal Communication**

Your communication skills are key — helping them convey information inside and outside the company, and keeping business running well. You must be able to speak clearly, in a way that is easy for others to understand.

If you're misunderstood or disbelieved, it will cause problems. Therefore, you must learn to be direct and convincing, while remaining polite and professional.

In addition to listing communication skills on your resume and cover letter, demonstrate these talents on phone calls and in interviews.

## **4. Emotional Intelligence**

You will often interact with a wide range of people at your company. You have to communicate with C-suite staff such as the CEO and others within and outside the organisation.

Communicating with a wide range of people requires emotional intelligence and interpersonal skills. You must demonstrate you have the people skills necessary to understand and work with a variety of colleagues in different positions.

If you're on the job market, give examples of your emotional intelligence in your administrative assistant resume skills section. Explain them in-depth in your cover letter, and be prepared to discuss them during an interview.

## **5. Prioritization**

Being an administrative assistant requires you to prioritize tasks by importance. Prioritization is essential to effective time management, especially since you will be juggling so many tasks.

Prioritization also ties into being able to adapt and solve problems. That's because the tasks you must prioritize are ever-changing and can arise unexpectedly.

## **Takeaways**

Download one of our many free resume templates and create your own resume by simply inserting your own information. If you're looking for a quicker option, free-to-use resume builder will create a resume in minutes.

### **Objective 1.3: Have globally recognised credentialing/accreditation:**

AIOP managed accreditation and or credentialing a number of years ago and is to be considered going forward. When processing International applications to join AIOP these applicants are assessed on an individual basis by reviewing their work experience, qualifications e.g., providing a copy of their testamur, including a list of subjects studied for a degree, diploma or certificate to compare against Australian standards. AIOP's grades of membership are descriptive of the requirements for membership

AIOP delegates are not sure if a globally recognised credentialing and accreditation system would work in Australia, are willing to consider.

**Objective 1.4: To encourage businesses and the global community to view the administrative/office professionals' role as a career:**

There's no doubt that the area of business administration is an exciting and growing profession, which offers stability, career fulfilment and a wide variety of job roles.

It is predicted 231,500 office professionals will be employed in Australia by 2022.

When you work in business administration, you find yourself empowered and motivated by building on your current knowledge. Gaining a job role allows you to step into a career area that gives you the confidence to take your skills to the next level.

### **What job roles are there in business administration?**

Business Administration can cover a wide range of job roles and responsibilities and there are many titles that fall under the title of administrative/office professionals.

You might find a role as an Office Administrator including executive assistant, personal assistant, Executive Officers, Office Manager, Administrators from entry level to executive assistant level; the list is endless.

There are so many avenues to take your career from working in a large, small or medium organisation, to starting a business of your own.

### **What skills do you need to work in administration and business?**

The topics, subjects, or knowledge areas workers rate as most important are clerical and technology tasks such as knowledge of office software programs, such as spreadsheets and databases, organisational abilities and good time management and problem-solving skills.

Employers look for workers in Business Administration that have:

- good word processing skills
- proficiency with managing files and records

- the ability to design forms and documents
- skills with other general office work
- a solid organisational foundation
- customer and personal services skills

An understanding of customer needs, providing good quality service, and measuring customer satisfaction, are skills that are also desired. The planning and coordination of people and resources is vital and skills in recruiting and training people might come in handy.

Below are facts that you need to know about embarking on a career in Business Administration.

### Administration and Business Education Levels

- Below Certificate III, **23.3%**
- Certificate III and IV **14.5%**
- Diploma and above **62.2%**

*\* All information on this page has been compiled using figures from [payscale.com.au](https://payscale.com.au) and the Australian Government's [joboutlook.gov.au](https://joboutlook.gov.au), all figures are indications only, and are accurate at time of publication. Please do your own research before selecting a course or career.*

If you choose to study Administration and Business, you might also focus on how to:

- design and develop complex text documents
- show leadership in the workplace.

As good leadership comes with being an **effective communicator**, you will also be trained in **soft skills** involving:

- team communication
- customer service
- personal mentorship
- fostering positive client relationships.

Other skills which are important are:

- how to identify risk
- apply risk management processes
- how to implement continuous improvement in the workplace.

You will also gain the knowledge and skillset required to pursue a business venture of your own.





Under a recognised qualification it allows you to graduate with a Nationally Recognised Qualification that can boost your chances of employment and more opportunities to accelerate your learning even further.

Part information courtesy of Upskilled (AIOP Corporate Member).

**Objective 1.5: Achieve common understanding between training providers, administrative/office professionals associations and employers about the value of a required qualification and/or credentialing/accreditation:**

AIOP has been working with various training providers – TAFE, Upskilled, Open Colleges, St Patricks Australia and, a number of Corporate Member Colleges around Australia about the importance of offering a Pathways to Education.

Objective 1.6: Associations contribute to recognise the professional and personal development of their administrative/office professional members:

AIOP continues to offer professional and personal development courses falling under the category of “Pathways to Education” via its National and Worldwide Webinars, Division Webinars, on line/virtual event and with face-to-face events with a guest speaker.

Objective 1.7: Investigate the logistics of forming an **international body** to look at developing a global framework in which qualifications, accreditation, certification and professional development could be recognized internationally.

AIOP delegates believes that an international body could be formed to develop a globally recognised framework to include qualifications, accreditation, certification and professional development which would assist when processing new member applications.