

CS01 Administrative Officer

1. Job role

TCF sub-sector	Cross Sector
Job role	CS01 Administrative Officer
Job role description	Provides administrative and clerical support within TCF enterprises. Responsible for maintaining documentation, supporting financial processes, coordinating communications and ensuring smooth day-to-day office operations. Typically present in small to medium enterprises or franchise networks.
Performance expectations	• Maintain accurate administrative records and documentation • Support timely processing of invoices and payments • Ensure data accuracy across business systems • Provide responsive internal and external communication support • Meet reporting and compliance deadlines • Maintain organised and efficient office operations
Specialisation	• Accounts payable and receivable support • Payroll administration assistance • Record keeping and filing systems • Supplier coordination • Compliance documentation management
Application in other TCF sectors	The skills described in this profile are transferable across multiple sectors of the textile, clothing and footwear (TCF) industry and may also be applied in other manufacturing and product-based industries where similar capabilities are required.

2. Key tasks and critical work functions

Key tasks	• Prepare and process invoices and purchase orders • Maintain digital and physical filing systems • Support payroll and time record processing • Manage supplier and customer correspondence • Compile operational and financial reports • Maintain compliance documentation • Coordinate office supplies and services
Critical work functions	• Ensuring accuracy of financial and operational records • Maintaining timely documentation processing • Supporting management reporting requirements • Maintaining confidentiality of business information • Ensuring compliance documentation is up to date • Supporting communication flow within the business • Maintaining organised administrative systems

3. Technical skills

Office software proficiency*	Using word processing, spreadsheet and accounting software.
Basic bookkeeping knowledge	Understanding invoices and reconciliations.
Document management systems	Maintaining digital filing systems.
POS and ERP system support*	Updating transaction and inventory records.
Payroll support systems	Assisting with staff payment processes.
Report preparation	Compiling basic operational and financial reports.

*Technical skills identified as emerging skills in TCF industry.

4. Generic Skills

Attention to detail	Ensure accurate documentation and data entry.
Organisation	Maintain structured and efficient systems.
Communication	Provide clear written and verbal communication.
Time management	Meet administrative deadlines.
Problem solving	Resolve routine administrative issues.
Confidentiality	Handle sensitive business and employee information securely.

5. Emerging skills

Emerging skills	• Cloud-based accounting platforms • Digital workflow systems • Data privacy compliance • Integrated POS and ERP systems
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6. VET Qualifications and Skill Sets

Entry-level preparation	BSB40120 Certificate IV in Business or equivalent
Advanced development	BSB40120 Certificate IV in Business

7. Job progression

Possible job progression	Possible job progression: Administrative Officer → Senior Administrative Officer → Manager
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8. Classification

Australian Qualifications Framework	AQF Level 2-4 (enterprise dependent)
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 3 - Clerical / Administrative
Open Source Classification of Occupations for Australia (OSCA)	Administrative Officer



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