



Title: Administration Assistant

Location: Launceston

Company: Tiny Homes Tasmania Pty Ltd

Report directly to: Jason Zadow (Director)

Company overview:

At Tiny Homes Tasmania, we specialise in designing and building high-quality, customisable tiny homes across Tasmania. Our focus is on craftsmanship and meeting our clients' unique needs, helping them achieve luxurious, minimalist living – all at an affordable price. We pride ourselves on a personalised approach, guiding clients through every step of the process to create homes that truly reflect their lifestyle. We're a dynamic team passionate about innovation, quality, and making sustainable living a reality for our clients.

Hey potential applicant! Jason here, second to that above - we are a great team of people who are genuinely good to be around.

Job summary:

We are seeking a highly organised and proactive Administration Assistant to support our leadership team. The successful candidate will play a key role in managing administrative tasks, coordinating schedules, and facilitating communication to ensure the smooth operation of Tiny Homes Tasmania.

I look for people with great character. Skills are important, but great character is a necessity. The Tiny Homes Tas workplace is a calm and organised Construction team. We all have roles – but we also want to enjoy ourselves. If you have a positive mindset and optimistic outlook on life, you will fit in very well. Honesty and respect are vital.

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Purpose of role:

Reporting directly to the director, your role is to take ownership and responsibility for all administrative tasks to allow management to focus on their primary responsibilities.

Free up my time please!

Responsibilities:

- Provide comprehensive administrative support to leadership group – Director, Project Manager and Construction Manager.
- Develop an in-depth understanding of what is required to maximise efficiency in the office.
- Manage Jason's calendar, schedule appointments, and coordinate meetings. Respond and filter all written enquiries – website, email, social media.
- Prepare and edit email correspondence, policy and procedure documentation, and reports.
- Act as a liaison between Director, management team, clients, contractors and suppliers.
- Learn to speak on behalf of the director as instructed, both written and verbal.
- Handle confidential information with discretion and professionalism.
- Assist with project management by being the backstop. Follow-up on any action items with the management team and construction team.
- Maintain organised filing systems, both digital and physical.
- Support company events and promotional activities as needed. (Open days, events etc.)

A successful applicant will be provided with a comprehensive written playbook of the essential duties along with a simple step by step process for executing each task, written by me. As your experience grows you will take ownership of this playbook by updating and expanding its scope.

Qualifications:

Proven experience as an Executive Assistant or in a similar administrative role.

- Experience in the construction industry is desirable with basic understanding of building terminology.
- Excellent organisational and time-management skills.
- Strong written and verbal communication skills.
- Proficiency in MS Office Suite (Word, Excel, PowerPoint, Outlook).
- Experience in Customer Relationship Management software and Xero Accounting software would be a plus.
- Ability to prioritise tasks effectively and bunch similar tasks into blocks for efficient time management.
- Interest or background in affordable housing, tiny homes or minimalism is a plus.

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Core admin values:

Your value is determined by your ability to demonstrate strong organisational skills, proactive problem-solving, and effective communication. You manage priorities efficiently, maintain confidentiality, and support the smooth running of daily operations. Your ability to streamline processes, adapt to changing needs, and provide reliable support enables leadership to focus on strategic goals, ultimately contributing to the organisation's success and growth.

Key performance indicators:

1. **Timeliness and punctuality:** Consistently completing tasks and responding to requests within designated timeframes.
2. **Accuracy and attention to detail:** Maintaining error-free documentation, data entry, and communication.
3. **Organisation and planning:** Effectively managing schedules, deadlines, and multiple tasks simultaneously.
4. **Communication skills:** Clear, professional, and timely communication with team members, clients, and sub-contractors.
5. **Problem-solving ability:** Quickly identifying issues and providing effective solutions.
6. **Technology proficiency:** Skillful use of relevant software and tools (e.g., Microsoft Office, Google calendar, CRM systems, Xero, social media accounts).
7. **Confidentiality and discretion:** Safeguarding sensitive information and demonstrating trustworthiness.
8. **Customer service skills:** Providing excellent support to internal and external clients.
9. **Initiative and proactivity:** Anticipating needs and taking proactive steps to support the team.
10. **Adaptability and flexibility:** Adjusting to changing priorities and handling unexpected tasks efficiently.

So, these are all things that are quite hard to qualify prior to getting the job, so I will assume you have a degree of experience with these things if you are applying. The better question is, what area do you think you need work in? To answer this requires you to think critically about yourself.

Second to the above can you use social media platforms? Messaging, creating simple stories or even a simple reel on Instagram? This will be a part of the role. Don't stress, we have a marketing team managing all this for the big stuff, but to maintain a consistent connection to our followers we do some updates in house.

Things to think about regularly:

Specifics on below will be outlined in the playbook

- Is the Calendar accurate?
- Is the email inbox clear?
- Is every single enquiry on all platforms being responded to in under 3 hours?
- Did I Implement and record a strategy for that recurring issue?
- Am I evaluating tasks to improve efficiency?
- Am I adapting and willing to implement changes or research better solutions to problems?

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Time management/hours:

- Working Hours are from 8am - 4pm,
Monday-Friday
37.5hr week
- As part of this role there may be a requirement for some out of hours communication between Admin and the Director. Such as last-minute schedule changes/updates to calendar, reminders, critical notes etc.

I won't bother you out of hours or make you stay late. I have a life away from work and have a great respect for people's personal time. I don't expect any more from an employee other than what's agreed. On the off-chance there is a requirement for you to do extra, you will always be compensated for it and given plenty of warning.

Reporting:

- One-on-one weekly meeting with Jason to discuss how things are going in the role and what improvements can be made.
- Liaise with management team as required to discuss schedule and changes to the program.
- Minor issues (<\$100 to fix) - These are your responsibility to fix but need to be reported in weekly meetings.
- Major issues (> \$100 to fix) - 1:3:1 rule- 1 problem, bring 3 solutions and 1 recommendation.

Ownership:

Taking ownership for the Administration Duties means being fully responsible for your role's success and failure. Once you are competent in a task or responsibility you will then take ownership of it, and the Director or delegated Manager will step away. The frequency with which this occurs is a key indicator of your value to the company.

It's about proactively solving problems, innovating, and always seeking improvement. By showing initiative and accountability, you contribute more and create a better team environment.

This is the benchmark. Over time you will become the expert in your area and that is how you quickly become a valued member of the THT team.

Benefits:

Salary to rival any Government position of this nature.

- Hiring in Administrative and Clerical Salary Band 1-4 depending on amount of experience.
- Training opportunities.
- Incredible team who are genuinely great to be around.

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How to apply:

Please submit your resume and a cover letter outlining your suitability for this role to
<https://tinyhomestasmania.com.au/about-us/join-the-team>

Or email tinyhomes.tas@gmail.com directly.

Really look forward to meeting you! Any questions feel free to ask in your submission email or pick up the phone and give me a call directly.

Thanks for taking the time to apply.

Jason Zadow

*Managing Director
Tiny Homes Tasmania*

0403 400 714

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30 Gilmore St, Launceston TAS 7248

E tinyhomes.tas@gmail.com

tinyhomestasmania.com.au