

Position Description	
Position Title:	Senior Client Services Officer
Position Type:	Full Time
Position Level:	SCHADS Level 3
Location:	Darwin, Northern Territory
Direct Reports:	NIL
Responsible to:	Manager Client Engagement

About Relationships Australia NT

Relationships Australia NT (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background, or economic circumstances.

Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection, and respectful relationships.

Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT

Value:	This means:
Listen with compassion	We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.
Work together with respect	Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.
Celebrate difference and promote fairness	We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural, and financial differences.
Strive for quality and trust	We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can.

Position Statement

The Senior Client Services Officer provides high-quality client service, reception, administrative and operational support to Relationships Australia Northern Territory (RA-NT). The position plays a critical role in ensuring efficient, client centered access to services, supporting service delivery across multiple programs, and contributing to the effective operation of the Client Engagement Team.

Working closely with the Manager Client Engagement, the Senior Client Services Officer provides day to day coordination of administrative operations, supports the onboarding, capability development and day to day guidance and workflow of Client Services Officers, contributes to continuous improvement initiatives, and acts as a key point of contact for complex client enquiries, operational matters, and the escalation of administrative issues.

This role operates in a dynamic, fast-paced environment and requires the ability to manage competing priorities, exercise sound judgement, and maintain a calm, professional approach. Adaptability, resilience, and the capacity to respond constructively to complex situations are essential to delivering responsive, client-centered services.

Key accountabilities and deliverables

CSO Service Delivery

- Deliver a professional, responsive, and client-centred reception and telephone service, acting as the first point of contact for clients, staff, and external stakeholders.
- Manage complex client enquiries, including clients who may be distressed, exercising sound judgement and escalating matters where appropriate.
- Coordinate client appointments across multiple programs, ensuring efficient scheduling, waitlist management, and effective use of practitioner availability.
- Maintain the accuracy and integrity of client records, appointments, fees, statistical data, and other information within organisational systems.
- Ensure the security and confidentiality of client information in accordance with organisational policies and legislative requirements.
- Coordinate client account administration, including debtor statements, debt recovery processes, and reconciliation activities in consultation with practitioners and managers.
- Coordinate and deliver administrative support for meetings, organisational events, and service delivery activities.
- Build collaborative working relationships across the organisation and contribute to a positive, responsive and solutions focused team culture.

Operational Coordination or Operational and team support

- Coordinate daily work allocation and administrative priorities across the Client Services Officer team to support efficient service delivery.
- Provide day to day guidance and support to Client Services Officers, assisting with onboarding, capability training, and promoting consistent high-quality administrative practices
- Monitor front office workflows and identify opportunities to improve administrative processes, systems, and client experience.
- Lead the ongoing review, maintenance and continuous improvement of the Front Office Manual, administrative procedures, and supporting documentation.
- Coordinate the administrative delivery of organisational wellbeing initiatives, including communications, surveys, response tracking, reporting, and presentation support.
- Lead, prepare, and facilitate correspondence, including reports, meeting minutes and other administrative documentation using Microsoft Office applications and organisational systems.
- Assist with staff travel and accommodation arrangements from time to time as directed.
- Work closely with the Manager Client Engagement to support service delivery and contribute to the effective functioning of the Client Engagement Team.

Qualifications and Experience

Essential

- Demonstrated experience providing high quality administrative and client service support in a busy and complex environment.
- Excellent organisational skills with the ability to manage competing priorities, meet deadlines and maintain accuracy in a fast-paced workplace.
- Demonstrated ability to exercise initiative, sound judgement and problem-solving skills when responding to complex client enquiries and operational issues.
- Well-developed interpersonal and communication skills, including the ability to respond professionally and sensitively to people experiencing distress.
- Demonstrated ability to build collaborative working relationships and work effectively with managers, practitioners, and multidisciplinary teams.
- Experience providing guidance, support or on the job training to colleagues, and contributing to consistent administrative practices.

- Demonstrated ability to maintain professional judgement, self-composure and resilience while managing competing demands and responding to changing priorities.
- High level proficiency in Microsoft Office applications and client management systems, with excellent attention to detail and data accuracy.
- Demonstrated commitment to culturally safe, trauma-informed, and client-centred service delivery.

Desirable

- Experience working within the community services, health or not for profit sector.

Requirements

- A satisfactory Northern Territory working with children check.
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.
- A current NT Driver's License.

Relationships Australia NT is accredited as a Safeguarding Children organisation with the Australian Childhood Foundation. Therefore, all staff working at RA-NT are required to complete training regarding Safeguarding Children and mandatory reporting upon induction at RA-NT. Staff need to commit to the RA-NT Code of Conduct and all Safeguarding Children related policies.

Please note that Position Descriptions are under regular review and may be changed by the Chief Executive Officer, after consultation, at any time.

Acknowledgement

I have read, understood, and accept the position as documented in this position description.

Employee Name (Please Print):

Signature:

Date: