

Office manager Job Description

A free job description template for the Administration industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This office manager job description template is designed to reflect Australian workplace standards and administration practices at the time of publication. Confirm the applicable modern award for your business and ensure compliance with all relevant employment laws.

1. Position overview

An office manager runs the office day-to-day, keeping administration, facilities and systems running smoothly so the wider team can focus on their work. The role combines supervising administration and reception staff with coordinating suppliers, managing budgets and expenses, handling HR and onboarding administration, and reporting to leadership.

In Australia, office managers are typically classified under the Clerks – Private Sector Award 2020 (MA000002) at Level 4 to Level 5, reflecting office management responsibilities and coordinating a team. Note that a manager whose duties are wholly or principally managerial may fall outside the Clerks Award — assess the actual duties performed to confirm coverage.

This template provides a foundation for creating clear, compliant job descriptions that attract capable administrators while setting appropriate expectations for the role. Once hired, manage your team efficiently with rostering software.

2. Key responsibilities

Office operations

Running the office day-to-day, ensuring administrative processes, supplies and equipment are in place so the team can work without interruption.

Staff supervision

Supervising administration and reception staff, allocating tasks, providing guidance and support, and managing performance and rosters.

Facilities and suppliers

Coordinating office facilities, maintenance, leases and supplier relationships, and negotiating contracts for stationery, equipment and services.

Budgets and expenses

Managing the office budget, tracking and approving expenses, processing invoices and reporting on spend against forecasts.

HR and onboarding administration

Handling HR and onboarding administration, maintaining employee records, supporting recruitment and coordinating inductions for new starters.

Systems and reporting

Maintaining records and office systems, managing schedules and meetings, and preparing reports and updates for leadership.

3. Skills and attributes

- Leadership: Ability to supervise and support administration and reception staff, allocate work fairly and keep the team motivated and productive.
- Organisation: Strong planning and prioritisation skills to juggle competing demands, meet deadlines and keep the office running smoothly.
- Budgeting: Confidence managing budgets, tracking expenses and reporting on spend to keep office costs under control.
- Communication: Clear, professional communication with staff, suppliers, leadership and visitors, both in writing and in person.
- Systems proficiency: Competence with office software, records management and business systems to maintain accurate, accessible information.
- Problem solving: A proactive, resourceful approach to resolving day-to-day issues and improving office processes.

4. Qualifications and requirements

The qualifications for office manager positions depend on the size and complexity of the business. Some are mandatory, while others are preferred or desirable.

- Working rights (required) — Eligibility to work in Australia
- Administration experience (required) — Proven experience in administration, office coordination or a similar support role
- Computer literacy (required) — Confident use of office software, email and business systems
- Business or administration qualification — A certificate or diploma in business administration is advantageous but not essential
- Supervisory experience — Previous experience supervising or coordinating staff is desirable
- Bookkeeping knowledge — Familiarity with budgets, invoicing or basic bookkeeping is helpful for expense management

5. Working conditions

- Office-based work during standard business hours
- Regular interaction with staff, suppliers, visitors and leadership
- Managing multiple priorities and deadlines across the office
- Use of office software, records systems and business tools
- Occasional flexibility around busy periods or events
- Supervising and supporting administration and reception staff

6. Award information

Clerks – private sector award 2020

Most office manager positions in Australia are covered by the Clerks – Private Sector Award 2020 (MA000002). This modern award sets minimum pay rates, penalty rates, allowances and conditions for clerical and administrative employees in private-sector businesses. View current Clerks Award pay rates.

An office manager is typically classified at Level 4 to Level 5, reflecting office management responsibilities and coordinating a team. For FY2026/27, ordinary hourly rates are around \$32.67 at Level 4 and \$33.99 at Level 5, with casual employees receiving a 25% loading. See our classification levels explainer for guidance on placing the role. Use award interpretation software to calculate pay accurately.

When the award may not apply

A manager whose duties are wholly or principally managerial may fall outside the Clerks Award — coverage depends on the actual duties performed rather than the job title alone. Assess whether the role is primarily clerical and administrative or primarily managerial before setting pay and conditions.

Some businesses may instead be covered by an enterprise agreement, or the employee may be engaged on an annual salary that must meet the better off overall test. Confirm the current rates and conditions that apply to your business, and check whether an award, agreement or common-law contract governs the role.

7. Frequently asked questions

About the role

Q: What does an office manager do?

An office manager runs the office day-to-day, supervising administration and reception staff, coordinating facilities and suppliers, managing budgets and expenses, handling HR and onboarding administration, and maintaining systems and records. They also manage schedules and report to leadership. It is a broad coordination role that keeps the workplace running smoothly so the wider team can focus on their work.

Q: What award covers office managers in Australia?

Most office manager positions are covered by the Clerks – Private Sector Award 2020 (MA000002), which sets minimum pay, penalty rates and conditions for clerical and administrative employees. Note that a manager whose duties are wholly or principally managerial may fall outside the award. Some businesses may instead be covered by an enterprise agreement. Always confirm which instrument applies.

Q: What classification level should I use for an office manager?

Under the Clerks Private Sector Award, office managers are typically classified at Level 4 to Level 5, reflecting office management responsibilities and coordinating a team. For FY2026/27, ordinary hourly rates are around \$32.67 at Level 4 and \$33.99 at Level 5. See our classification levels explainer and the Clerks Award pay rates guide for guidance.

Q: Do I need to include pay rates in a job description?

It's not legally required, but including indicative pay rates can attract more applicants and set clear expectations. You can reference the applicable award rate or use phrases like 'Award rates plus penalties' or 'Competitive salary based on experience.' Check the current Clerks Award rates for guidance.

Qualifications

Q: Do office managers need a qualification?

No formal qualification is legally required to work as an office manager, though a certificate or diploma in business administration is advantageous. Employers generally value proven administration experience, computer literacy and organisational skills more than formal credentials. Supervisory experience and basic bookkeeping knowledge are also desirable for the role.

Q: What experience should an office manager have?

Most employers look for proven experience in administration, office coordination or a similar support role, ideally with some experience supervising or coordinating staff. Confident use of office software and business systems is important, and familiarity with budgets, invoicing or basic bookkeeping helps with expense management.

Q: What qualifications should I require vs prefer for an office manager?

Mandatory requirements usually include working rights in Australia, administration experience and computer literacy. Preferred qualifications include a business administration certificate or diploma, supervisory experience and bookkeeping knowledge. Focus on the skills that match your office size and complexity rather than over-specifying, which can narrow your candidate pool.

Q: Can I hire an office manager without supervisory experience?

Yes. Some businesses promote a strong administrator into an office manager role and provide support to develop supervisory skills. Focus on organisation, communication, reliability and a proactive attitude. Clear job descriptions help candidates understand the scope of the role, including any team supervision responsibilities.

Employment

Q: Should I hire a full-time or part-time office manager?

This depends on the size of your office and workload. A full-time office manager suits larger or busier workplaces that need consistent day-to-day coordination, while part-time can work well for smaller offices. Under the Clerks Award, part-time employees receive pro-rata entitlements. Consider the volume of administration, staff supervision and facilities work before deciding.

Q: Does the Clerks Award always apply to office managers?

Not always. A manager whose duties are wholly or principally managerial may fall outside the Clerks Private Sector Award — coverage depends on the actual duties performed rather than the job title. Assess whether the role is primarily clerical and administrative or primarily managerial, and check whether an enterprise agreement applies instead.

Q: What penalty rates apply to office managers?

Under the Clerks Private Sector Award (MA000002), penalty rates apply for weekend, evening and public holiday work, and overtime is paid at higher rates outside ordinary hours. The exact rates depend on the classification and hours worked, and salaried employees may have penalties absorbed into an award-compliant salary. Use award interpretation software to calculate rates accurately.

Q: What should I include in an office manager employment contract?

Key elements include: position title and classification level, employment type (part-time or full-time), pay rate or salary, applicable award or agreement, reporting structure, main duties and required experience. If the role sits outside the award, document how pay and conditions are set. Use our HR software to simplify onboarding and record-keeping.

Rostering

Q: How far in advance should I provide rosters to office staff?

Award and agreement rostering rules vary, so confirm the notice period that applies to your business. As a general practice, providing rosters at least 7 days in advance gives administration and reception staff visibility of their shifts. Using rostering software helps ensure compliance and reduces last-minute changes.

Q: How do office managers roster administration and reception staff?

Office managers typically build rosters around business hours, coverage needs and each team member's availability, ensuring reception and administration are staffed throughout the day. Use rostering tools to track hours, manage leave and adjust shifts when staff are absent, keeping the office covered without overstaffing.

Q: What breaks are office staff entitled to?

Break entitlements are set by the applicable award or agreement and generally include a meal break for shifts beyond a set length. Set clear break policies and ensure staff record their time accurately. Use time and attendance tools to support compliance and keep accurate records.

Q: How do I manage staff availability and casual conversion?

Collect availability preferences during onboarding and update them regularly. Use HR software and rostering tools to track when staff can work. For eligible casuals, review conversion obligations under the Clerks Award — see our guide on how to handle casual conversion to stay compliant.