

## Job Description – Studio Administrator / Coordinator

**Part-time role in Berry with potential to be or grow into a full-time role across administration, project management, websites and marketing.**

Handmade Web & Design is looking for a capable, organised and friendly Studio Administrator / Coordinator to help keep our small but busy creative agency running smoothly.

This is a hands-on, varied role based in our Berry studio. The core position is approximately 20 hours per week and focuses on administration, client support, invoicing, light bookkeeping, project setup and team coordination.

For the right person, there is genuine potential for the role to be expanded now or to grow into additional hours or full-time work. Depending on your interests and skills, this could include website content updates, copywriting / content production, SEO support, social media scheduling, marketing campaigns, project management or website production assistance.

### About the role

You'll work closely with Anthony Colfelt and the Handmade Web & Design team to support the administration of our projects, clients and internal operations.

This role would suit someone who enjoys variety and likes being the person who keeps things moving. One moment you might be preparing invoices or organising project files; the next you might be answering a client enquiry, setting up a new project in our job management system, chasing missing information, or helping finalise a quote.

We're not necessarily looking for someone who has done this exact role before. We're looking for someone who is reliable, detail-oriented, good with people, confident with computers and willing to learn.

## Key responsibilities

### Client & enquiry support

- Answer phone and email enquiries in a professional, friendly and helpful way.
- Direct client support requests to the right team member.
- Book meetings, take messages and follow up where needed.
- Respond to new client enquiries, gather initial information and help qualify potential projects.

### Project administration

- Set up new projects in our job management system.
- Collate client inputs, files, content and project information.
- Maintain clear digital filing and project records.
- Liaise with clients and team members to help projects keep moving.
- Run reports and support the Director with monthly reporting.

### Financial administration

- Draft invoices
- Assist with reconciliation, paying bills and other light bookkeeping tasks
- Support monthly reporting and filing
- Follow up unpaid invoices

### Studio & team coordination

- Contribute to a positive, supportive team culture
- Organise team events
- Log team leave
- Help schedule annual performance reviews
- Assist with recruitment administration, including advertising roles and scheduling interviews

### Website & digital administration

- Register website domains and set up hosting accounts
- Assist with website content updates where required
- Support the creation and finalisation of quotes using our existing templates and processes
- For the right candidate, there are additional marketing, content or website production responsibilities that can be added to the role now or over time

## Skills & characteristics

We're looking for someone who has:

- Strong attention to detail.
- A professional, positive and friendly manner in person, on the phone and by email.
- Good written English, spelling and grammar.
- A clear, organised and methodical approach to tasks.
- Confidence using Gmail, Google Drive, Google Sheets and Microsoft Office.
- The ability to follow a process carefully.
- The initiative to research answers and solve small problems.
- A willingness to learn new systems and ask questions.
- A calm, practical attitude when things get busy.

Experience with Xero, invoicing, bookkeeping, website updates or digital marketing would be helpful, but it's not essential. The most important qualities are reliability, care, communication and the ability to keep track of details.

## This role may suit you if...

- You've worked in administration, reception, bookkeeping, project support, customer service, office coordination or small business operations.
- You like variety in your work.
- You enjoy helping people and making things easier for a team.
- You're happy to pick up the phone to speak to clients who prefer to communicate that way.
- You're comfortable with technology, even if you're not "technical".
- You have related skills in writing, digital work or marketing or are keen to grow into these areas over time.

## This role probably won't suit you if...

- You're looking for a remote or work-from-home role.
- You want a purely creative or marketing-only position from day one.
- You dislike detailed admin work.
- You prefer a narrow role with the same tasks every day.

## Terms

**Position:** Permanent part-time

**Hours:** Approximately 20 hours per week, ideally across 4–5 days

**Location:** Handmade Web & Design studio, 2/98 Queen Street, Berry NSW 2535

**Remuneration:** \$60,000–\$70,000 pro rata plus superannuation, depending on experience

For the right candidate with skills or interest in marketing, websites, content or project management, the role could be expanded to include more hours or be full-time, or could grow into this over time. If this happens, we'll create an expanded position description based on the additional responsibilities.

## About Handmade Web & Design

Established in 2011, Handmade Web & Design is a Berry-based design, web development and digital marketing agency. We work with small and medium businesses, not-for-profits and larger organisations across the South Coast, Illawarra, Sydney and beyond.

We're known for high-quality design, practical digital strategy, strong client service and a friendly, down-to-earth approach.

## How to apply

Please email your CV, contact details for two referees, and a short note explaining why you feel you'd be a good fit for this role to [megan@handmadeweb.com.au](mailto:megan@handmadeweb.com.au) by **5 June 2026**.

In your application, we'd especially like to hear about examples of how you've demonstrated:

- customer service
- attention to detail
- contributing to a positive team culture
- organisation / ability to manage varied tasks
- reliability
- willingness to learn

We'll begin interviewing suitable candidates as applications come in.