



POSITION DESCRIPTION

POSITION DETAILS	
Position Title	Administration Assistant
Classification	Level 2/Band 1-4
Department/Division	Employment Services
Reports to	Manager – Employment Services

OUR VISION & PURPOSE
<p>Our Vision: To improve the lives of those in need.</p> <p>Our Purpose: To improve individual life outcomes by providing support, education, opportunity, and guidance that will lead to the alleviation of poverty or distress (including sickness, disability, destitution, suffering, misfortune, or helplessness) for those we help.</p> <p style="text-align: center;">Helping People Addressing Needs Improving Lives</p>

ORGANISATIONAL INFORMATION
<p>MADEC is a successful not for profit and charitable organisation, with a proud 50+ year history of providing relief to people experiencing poverty and/or distress.</p> <p>We do this through our business areas:</p> <ul style="list-style-type: none">▪ Employment Services;▪ Education and Training;▪ Labour Hire and PALM Scheme; and▪ Indigenous Programs. <p>We recognise the importance of self-worth and self-fulfilment and we recognise that those who are, or may be, disadvantaged, need and deserve our help.</p> <p>Employment Services Working in accordance with the guidelines set down by the Government, this division is focused on improving the lives of people on income support experiencing disadvantage by connecting them with the assistance they need to journey into meaningful and sustainable employment. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, referral to support services, sourcing work opportunities via labour hire or by partnering with business and industry stakeholders to secure sustainable work options for them.</p> <p>Education and Training MADEC is a Nationally Registered Training Organisation (RTO) delivering vocational and non-vocational courses, primarily in Victoria and South Australia. We hold agreements with both States to deliver subsidised training and provide a wide range of skills training across a range of industry areas, improving the lives of people by creating employment opportunity through education and training.</p> <p>Labour Hire and PALM Scheme MADEC has a long history of providing labour solutions to a range of industries such as Agriculture, Horticulture, Viticulture, Warehousing, Food Processing, Cleaning, Hospitality and more. We have large pools of job ready candidates across our regions, ready to meet the labour needs of employers at any time and support all administrative processes such as recruitment, selection, onboarding, training, payroll and much more.</p>

MADEC is also an approved employer under the Pacific Australia Labour Mobility (PALM) Scheme an initiative of the Australian Government. This program provides relief to people experiencing poverty and disadvantage from Pacific Island countries and Timor-Leste, by providing employment opportunities with Australian employers in selected industries/sectors.

The scheme also has the dual benefit of providing employers with a reliable return workforce sourced to assist in meeting unmet labour demands, when there is not enough local Australian labour to meet seasonal demand.

Indigenous Programs

MADEC holds agreements with the Australia Government to deliver services that improve the lives of Indigenous People by:

- Creating linkages with support organisations to address barriers improving the lives of Indigenous people.
- Providing scholarship and other support to secondary school students experiencing disadvantage.

POSITION PURPOSE

To provide administrative and customer support to clients and staff undertaking services within a variety of our contracted programs. You will create a professional and welcoming environment and respond to enquiries in a timely and knowledgeable manner. The position will also provide assistance with customer support, database maintenance, project management and other general administrative duties.

Direct Reports to this Role	Total Number of Reports
<i>Nil</i>	<i>Nil</i>

KEY RELATIONSHIPS	
Internal	Requires contact internally with other members of staff within other functions/sites Attend site meetings, discussions and conferences where applicable Support Manager and staff as required
External	Clients, suppliers and customers

KEY RESPONSIBILITIES / DUTIES
Undertakes a range of clerical and administrative support work, including but not limited to; preparing correspondence, compiling data, maintenance of course material etc
Prepare minutes and general correspondence
Assist with job seeker enquiries, operation of job seeker kiosks, internet and work processing and other facilities or services provided by MADEC.
Assist Manager with ad hoc reporting requests, typing of correspondence, setting up meetings, and compiling data and information as required.
Completes administrative functions required within Bridge
Maintain security and confidentiality of jobseeker information at all times
Address where possible, and record all complaints and forward to Manager
Maintain stationary, supplies and check currency of promotional literature use at a site level
Promote all MADEC services to potential clients and employers
Comply with all contractual and regulatory obligations
Deal empathetically with clients issues and escalate as and where required
Liaises with all staff across MADEC to ensure teamwork and communication across the organisation
Assists the site in the preparation for internal and external audits

CORPORATE RESPONSIBILITIES
Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.
Read, understand and comply with all policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the MADEC's Code of Conduct
Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.
Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.
Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

QUALIFICATIONS AND EXPERIENCE:

	Essential	Desirable
Qualifications:		Certificate qualification in Business (Administration)
Employment Screening:	National Police Check (refer to policy) Working with Children Check (or state/territory equivalent)	
Experience:	One or two years' experience in a similar role Experience working within a busy office environment	Previous work within the Employment Service and / or Training industry.
Skills:	<p>Excellent communication skills, both oral and written</p> <p>Proven ability to work within a team</p> <p>Exercise initiatives and capacity to work within a busy environment</p> <p>Accurate and effective word processing skills</p> <p>Highly computer literate</p> <p>Ability to communicate with jobseekers from diverse backgrounds</p> <p>Ability to maintain systematic and accurate records and reports</p> <p>Ability to work under pressure and possess excellent time management skills</p>	

COMPETENCIES
All employees must:

Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.</p>
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure our internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</p>
Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>

Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>
-----------	---

At MADEC We Value

At MADEC, our culture is one that welcomes all and embraces diversity and is consistent with our Vision, Purpose and Values Framework.

- Empathy** *We are understanding and compassionate.*
- Genuine** *We are true to ourselves and others*
- Ethical** *We do what is right, just, and fair.*
- Passionate** *We are committed to making a difference.*
- Responsible** *We own our actions.*

Employee acknowledgement of Position Description:

Employee Name:		Signature:		Date:	/ /
----------------	--	------------	--	-------	-----

NB - Employee acknowledgment of their position description may occur via MADEC Connect.