

POSITION DESCRIPTION



POSITION DETAILS

Position Title	Administration Officer – Employment Services
Classification	SEA Level 3
Department/Division	Employment Services
Reports to	Employment Services Manager

OUR VISION & PURPOSE

Our Vision:

To improve the lives of those in need.

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.

Helping People | Addressing Needs | Improving Lives

ORGANISATIONAL INFORMATION

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.

We do this through our business areas:

- Employment Services;
- Education and Training;
- Labour Hire and PALM Scheme; and
- Indigenous Programs.

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.

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.

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.

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.

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.

PRIMARY PURPOSE OF ROLE

To provide assistance to the Area/Site/Regional Manager and team members with the day to day operations of MADEC's Employment Services and other business operations.

Direct Reports to this Role

Nil

Total Number of Reports

Nil

Key Relationships

Internal	Required regular contact internally with other members of staff within other units/branches Attend branch meetings, discussions and conference Area Manager and other management Team members
External	Liaise with clients to ensure promotion of all MADEC's services

KEY RESPONSIBILITIES / DUTIES

Maintain an efficient, clean and well organised work and reception area including the maintenance of office machines and equipment, stationary supplies, manuals and materials as per organisational requirements.

All facets of reception duties including accurate taking of messages, providing information and responding to enquiries that may be verbal, written or web based.

Provide assistance and relief to Employment Services staff as required.

Collect, process and distribute all outgoing/incoming mail, correspondence and messages.

Maintain and balance petty cash, receipting, banking, invoicing and mail registers.

Liaise with all staff to ensure teamwork and communication across the organisation.

Undertake clerical and administrative support, including meeting minutes, preparation of resumes, application letters and calling cards, complaint/compliment handling and recording as required.

Maintain systems to ensure the efficient and effective compilation of client information, ensuring all policy and statistical requirements are met.

Maintain security and confidentiality of jobseeker, employer and organisational information at all times.

Assist jobseekers with operation of jobseeker kiosks, internet, word processing and other facilities provided by MADEC.

Assist with marketing and promotional functions and arrange the setup and catering for special events within the branch.

Ensure familiarity with all Acts and Regulations pertaining to Employment Services and comply with all contractual obligations.

Be aware of Anti-Discrimination and WHS (OHS) standards and observe guidelines.

Develop work standards and practices consistent with MADEC Quality Assurance guidelines.

Promote all MADEC services to potential clients and employers.

Other duties as directed by relevant Manager.

Corporate responsibilities

Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.

Participate fully in staff appraisal and professional development review processes.

Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.

Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.

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) and/or significant experience
Experience:		Extensive experience in a similar role and/or training, or equivalent combination of education and experience
Skills:	Well-developed interpersonal, oral and written communication skills Ability to manage numerous tasks/responsibilities at the same time Ability to work under pressure and possess excellent time management skills Organisation and self-motivation to work with minimum supervision Capacity to display initiative, positive attitudes and flexibility An ability to perform efficiently and productively in demanding situations Capacity to provide leadership and gain cooperation and acceptance of others	

Competencies *All employees must:*

Adaptable	Maintain focus and productivity in changing environments, responsibilities and people. 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.
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	Communicate effectively and transparently. Engage and inspire others through clear oral and written communication.
Customer focus	Ensure our internal and external customers/clients are at the forefront of our minds in all that we do. 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.

Integrity	Be authentic. Maintain personal credibility and uphold ethical standards. Fosters respect for all individuals and points of view. Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.
Team Work	Work cooperatively and effectively with others to achieve department and organisational goals. Participate in building group identity characterised by trust, pride and commitment. Build strong intra and inter department relationships and partnerships to ensure business success.

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.*

Acknowledgement of Position Description:

Name:		Signature:		Date:	
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