

## Mission Australia

**About us:** Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.

We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.

Together we stand with Australians in need, until they can stand for themselves.

**Purpose:** Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

*"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)*

**Values:** Compassion Integrity Respect Perseverance Celebration

**Goal:** To reduce homelessness and strengthen communities.

## Position Details:

**Position Title:** Administration Officer / Personal Assistant

**Classification:** SDEA – Administrative Employee

**Level:** Level 7

**Function:** Administration

**Reports to:** State Director, NSW, Vic, ACT

**Position Purpose:** To provide effective administrative support to the State Director and to co-ordinate information, reporting, meetings and undertake other administrative duties as required.

## Position Requirements (What are the key activities for the role?)

Key Result Area 1	
<b>ADMINISTRATION SUPPORT</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Provide administrative support requiring a high degree of judgement, initiative, confidentiality and sensitivity, including:               <ul style="list-style-type: none"> <li>Diary Management</li> <li>Travel arrangements and management</li> <li>Scheduling meetings, preparing meeting agendas, taking minutes and circulating action logs</li> <li>Taking minutes and preparing meeting papers</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>The State Director's diary is accurate and functional and her time is managed according to her stated priorities and organisational requirements.</li> <li>Travel and accommodation arrangements are made to meet the Directors needs and in accordance with MA policies and procedures.</li> <li>Senior Managers and staff are engaged in a positive and collaborative manner to support the tasks required by the Director</li> <li>Minutes, correspondence and other</li> </ul>

<ul style="list-style-type: none"> <li>• Email and phone call support including taking and providing clear messages</li> <li>• Preparation of correspondence, presentations and other material as required</li> <li>• Assist with, or provide, a range of records management services</li> <li>• Other administrative support duties as required</li> </ul>	<p>communication are accurate, timely maintain a respectful tone</p> <ul style="list-style-type: none"> <li>• Correspondence is dealt with efficiently</li> <li>• Urgent matters brought to the attention of the Director</li> <li>• Administrative tasks are completed efficiently and effectively</li> </ul>
<p><b>Key Result Area 2</b></p>	
<p><b>PROJECT SUPPORT</b></p>	<p><b>Position holder is successful when</b></p>
<p>Provide project administration support to the State Director and other State Leaders including:</p> <ul style="list-style-type: none"> <li>• Scheduling project meetings</li> <li>• Co-ordinating project reports with input from various stakeholders</li> <li>• Taking minutes and up-dating project schedules</li> <li>• Co-ordinate office based projects as required</li> </ul> <p>Collaborate with the State Administration Co-coordinator on priority and shared projects</p>	<ul style="list-style-type: none"> <li>- Project schedules are timely and clearly communicated</li> <li>- Project reports are accurate and timely</li> <li>- Small projects implemented by this position are completed on time and within the scope and budget created</li> <li>- Projects are effectively co-ordinated</li> <li>- Positive and collaborative relationship with the State Administration Co-ordinator</li> </ul>
<p><b>Key Result Area 3</b></p>	
<p><b>REPORTING</b></p>	<p><b>Position holder is successful when</b></p>
<p>Assist the State Director in the preparation of reports including:</p> <ul style="list-style-type: none"> <li>• Extracting performance data from various internal systems and preparing summary reports</li> <li>• Consolidating reports from State Leaders</li> <li>• Identify and extract information from internal and external stakeholders</li> <li>• Preparing other reports as required, often requiring input from various areas.</li> <li>• Preparation of financial reports for managers and finance and reconciliation of accounts to balance</li> </ul>	<p>Data and information used in reports is accurate and up-to-date</p> <p>Support material is produced as needed and to the requirements of the Director</p>
<p><b>Key Result Area 4</b></p>	
<p><b>COMMUNICATION</b></p>	<p><b>Position holder is successful when</b></p>
<p>Support the State Director in her communication with internal teams and</p>	<ul style="list-style-type: none"> <li>• All enquiries are responded to in a friendly, efficient and timely manner</li> </ul>

<p>external stakeholders including:</p> <ul style="list-style-type: none"> <li>• Providing information and responding to enquiries on behalf of the SD</li> <li>• Responding to requests and enquiries from service delivery State Leaders and teams</li> <li>• Assist clients where necessary including email and telephone queries</li> </ul>	<ul style="list-style-type: none"> <li>• Communication with colleagues, clients and external stakeholders is respectful and friendly</li> <li>• Confidentiality is maintained</li> </ul>
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## Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

## Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Demonstrated high degree of judgement, initiative, confidentiality and sensitivity
- Minimum 2 years of experience in a personal assistant role
- Experience in office administration and accounts management
- Ability to communicate at a high level with a diverse group of stakeholders including Mission Australia managers and other Service Delivery teams.
- Ability to work autonomously under general direction
- Experience in researching and collating material for the preparation of reports and other

## Position Description |

correspondence for meetings and presentations

- Well-developed MS Office skills particularly Word, Excel and PowerPoint
- Excellent organisational and time management skills with the ability to prioritise work
- Knowledge of organisational procedures, operational methods and activities

### Key challenges of the role

- The Service Delivery team operates in a high volume environment. The position holder needs to be able to respond in a fast paced environment and within tight timeframes.
- This role supports a State Director who is often at meetings or in the field. This role will need to have excellent initiatives and remote communication skills to be able to support the Director when away from her desk.
- This role works closely with the Regional Administration Co-ordinator who supports two very busy State Leaders. The two administration roles will need to work collaboratively to deliver joint projects as determined by the Senior Leadership Team (State Director and State Leads)

### Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input checked="" type="checkbox"/>	
Drivers Licence	<input type="checkbox"/>	
Other (prescribe)	<input type="checkbox"/>	_____

### Approval

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Manager name

Approval date