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| **Mission Australia** | |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people regain 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: Administrative Officer, Illawarra & South Coast | |
| Status: | Permanent |
| Reports to: | Program Manager |
| Position Purpose: | To manage and complete a range of administrative tasks vital to the efficient running of the office, including supporting other employees to complete administration duties in an accurate and timely manner. |
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**Position Requirements (Key activities for the role)**

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| |  |  | | --- | --- | | **Key Result Area 1** | **Manager Support** | | **Key tasks** | **Position holder is successful when** | | * Provide administrative support to the Manager including the following: * Travel arrangements and management * Administration * Project support * Support with daily operational issues * Reporting and budget assistance * Prepare correspondence, reports, organizational charts and presentation materials as appropriate and proof materials developed by the manager. * Prepare and distribute agendas and support papers as well as the minutes of meetings. | * Travel and accommodation arrangements are made to meet the Managers needs and the needs of the team in accordance with the organization’s policies and procedures. * Assigned tasks relating to daily operational issues are carried out efficiently and effectively and within the requested time frame. * Projects are carried out on time and within the scope and budget created. * Materials are developed within set time frame and to desired standard. * Meetings are well coordinated and agendas and minutes are prepared and distributed. | | **Key Result Area 2** | **Administration** | | **Key tasks** | **Position holder is successful when** | | * Complete a range of administration tasks including coordination of incoming and outgoing mail/faxes and distribution, maintenance of staff records, invoicing, stock take and purchasing to ensure the efficient running of the office. * Produce materials to support the office or program including correspondence, presentations, reports, meeting materials, files and audit activities. * Maintain adherence with all internal and external policies and procedures including contractual obligations, OHS, Privacy and EEO. * Assist in managing the front office and reception area including taking phone calls, responding to queries and managing guests. * Develop and improve administrative processes. | * All administrative tasks are completed accurately and on time. * Materials are developed to support the running of the service and are accurate and timely. * All internal and external policies and procedures are adhered to. * The reception area is managed efficiently with all face to face and telephone queries responded to in a timely manner. * Efficient administrative processes developed and implemented. * IT support is well coordinated for the service | | **Key Result Area 3** | **Compliance** | | **Key tasks** | **Position holder is successful when** | | * Assist with the collation and preparation of data and reports relating to financial activity. * Monitor and review expenditure against budgets. Complete processing of financial transactions as required, including journals, petty cash, purchase orders and accounts payable. * Ensure the registration, safe-keeping and archiving of all client files and program records such as log books and files, including paper and electronic filing. * Order equipment and maintain the centre’s inventory of assets. stakeholders. | * Data and reports are completed within stated timeframes and stored as per organizational guidelines. * Accurate recording and processing of transactions within designated timeframes. Petty cash and accounts payable managed in accordance with MA policies and guidelines. * Stationary is available as needed and within budget. * Files are stored as required and are kept secure and up to date. * The assets register is accurate and up to date and equipment is purchased in line with MA protocol. | | **Key Result Area 4** | **Relationship Building** | | **Key tasks** | **Position holder is successful when** | | * Develop a strong rapport with clients that is based on professionalism, and sensitivity at first point of contact. * Develop strong relationships with service staff and management to allow the sharing of information and the effective provision of administrative support. * Develop relationships with administration staff across Mission Australia to facilitate the sharing of best practice and access to required information. * Develop relationships with clients and other stakeholders to uphold the image of Mission Australia and client focus of the organisation. * Maintain regular and constant contact with Managers to offer support and facilitate the sharing of information | * Clients feel welcome and are appropriately referred within the service. * Productive relationships are built with all service staff with excellent feedback received. * Relationships with administrative staff allow information to be quickly and easily shared in both directions. * Clients are treated with dignity and respect at all times and with an attitude that offers both encouragement and acceptance. * Willing and constant support is offered to service managers. | |
| **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, Human Resources, 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**   * Minimum 2 years experience in a similar 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 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. * Current driver’s licence * Criminal history check and Working with Children Check   **Competencies**   * Client Focus * Time Management * Technical Expertise * Values Alignment * Results Orientation * Initiative * Values alignment   **Key challenges of the role**   * The ability to create effective and organised administrative processes which ensure proper and efficient completion of tasks.   **Approval** |

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| **Manager name** |  | | **Approval date** | |  |