

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position details:

Position Title:	Administration Officer
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Employment Administration Employee
Level:	Level 2
Business Unit/Program:	Employment Services, Transition to Work (TtW)
Reports to:	Program Manager
Position purpose:	The Administration Officer is responsible to the manager of an employment service and completes a range of administrative duties vital to the efficient running of the office. The role is the first point of contact for participants visiting the service and is also responsible for office management and general clerical duties.

Position requirements (What are the key activities for the role?)

Key Result Area 1	Child and Youth Safe Practice
Key tasks	Position holder is successful when
<ul style="list-style-type: none">Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>.Comply with core responsibilities set out in the MA Child & Youth Safe policies, procedures and supporting documents to practice as required by the role.	<ul style="list-style-type: none">A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>.Sound application of policy to child and youth safe practice is demonstrated.

<ul style="list-style-type: none"> Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services. 	<ul style="list-style-type: none"> Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.
Key Result Area 2	Reception and Customer Service
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Provide reception duties including welcoming participants to the service, answering incoming calls, redirecting calls and taking messages. Where relevant, take calls and messages for other TtW sites and transfer calls to relevant staff members. Ensure the reception area is well maintained. Assist clients with general enquiries and appointments. Ensure the confidentiality and client's rights and information are always respected and highly regarded. 	<ul style="list-style-type: none"> Participants are greeted in a friendly and respectful manner and are made to feel welcome while waiting for their appointment. The phone is answered promptly, and calls are redirected to the correct team member. Messages are taken and passed on when required. The reception area is welcoming, clean and tidy. Confidentiality is maintained at all times.
Key Result Area 3	Administration Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Provide administrative support to the Program Manager ensuring schedules are entered into the MyTime (time and attendance system). Provide administrative support in MyTime by managing and resolving exceptions. Provide administrative support in MyTime ensuring hours, schedules and exceptions are resolved for each pay period for the Program Manager to review. Provide administrative support to the Program Manager including organising meetings, assisting with basic diary management, and administrative projects as directed. Complete a range of administrative tasks for the site including mail processing, preparing documentation, letters and other materials as required. Assist with the collation of initial packs which are provided to new participants. Assist the Program Manager to organise contractors to perform building maintenance (e.g. cleaning, rubbish removal, air conditioning, test and tag services etc.) when required. 	<ul style="list-style-type: none"> Schedules are entered and managed in MyTime as identified by the Program Manager. Exceptions and changes to schedule times are managed within required timeframes. Assistance is provided to the Program Manager to ensure time and attendance records are accurate prior to each pay end period. All administration support tasks are completed accurately and in a timely manner. Meetings are well coordinated, and meeting minutes are taken if required. Diary appointments are accurate and functional, and time is managed according to priorities. Initial packs are collated accurately, and adequate supplies are maintained. The office is maintained to an acceptable standard and maintenance is appropriately documented. Contractors are inducted before attending site. Stationery and kitchen supplies are maintained following MA procedure. The assets register is accurate and up to date and equipment is purchased in line with MA protocol.

<ul style="list-style-type: none"> • Ensure that stationery and kitchen supply orders are completed. • Order equipment and maintain the site asset inventory. • Maintain a working knowledge of office equipment including telephone system, photocopier etc. • Electronic filing, hard copy filing and archiving are completed as per MA Policies and Procedures. • Assist with the organising of any events or catering required for meetings. • Provide basic induction to the office for new team members. 	<ul style="list-style-type: none"> • Assistance is provided to team members in relation to office equipment. • Electronic and hard copy filing, and archiving are carried out in accordance with MA Policies and Procedures. • Assistance is provided with events and catering when required. • New team members are inducted appropriately including WH&S requirements.
Key Result Area 4	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop strong working relationships with team members to allow 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. • Ensure participants to the service are treated professionally and with respect. • Attempt to de-escalate any tension or issues that may arise with participants attending the service. 	<ul style="list-style-type: none"> • Productive relationships are built with all team members. • Relationships with administration staff allow information to be quickly and easily shared. • Participants are treated with dignity and respect at all times and with an attitude that offers both encouragement and acceptance. • Difficult situations or conflict are handled in a professional manner.
Key Result Area 5	Work Health and Safety
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Assist the Program Manager to ensure that a safe environment is maintained for all employees and visitors to the service. • Assist the Program Manager to ensure that safety related signage and communication (including COVID-19 information) is kept up to date within the service. • Assist the Program Manager to ensure that work performed at the centre by contractors (plumbers, electricians, builders, cleaners etc.) is carried out safely and in accordance to MA Contractor Management Procedure. 	<ul style="list-style-type: none"> • All hazards and incidents are investigated and are reported to the Program Manager. • Assistance is provided to enter incidents and hazards into Mission Australia's online risk and incident system - 'Riskware'. • Collaboration occurs with the Program Manager and other team members to develop and implement timely actions to resolve and prevent the re-occurrence of incidents. • A safety culture is championed in line with Mission Australia's Workplace Health and Safety requirements. • Safety related signage and communications are displayed clearly within the service.

	<ul style="list-style-type: none"> • Site security and exit procedures are followed at all times. • Emergency evacuation procedures are in place. • Contractors engaged to perform work in the Centre are inducted and the Contractor Management procedure is followed.
Key Result Area 6	Finance Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Complete processing of accounts payable transactions in a timely and accurate manner. 	<ul style="list-style-type: none"> • Accounts are processed in a timely and accurate manner and costs are accurately allocated.

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

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 (e.g. Financial, HR, etc.)
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

Recruitment information

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

- Demonstrated experience working in an administrative role including experience in general office administration, reception and diary management.
- Relevant qualifications (e.g. Certificate in Business Administration) - highly regarded.
- Strong customer service skills and the ability liaise with a diverse group of stakeholders, including young people in a compassionate and effective manner.

- Strong written and verbal communication skills and the ability to present information clearly, concisely and professionally.
- The ability to organise and manage time effectively.
- Strong attention to detail.
- A high level of computer literacy including proficiency in Microsoft Office packages (MS Word, MS Excel, MS PowerPoint) and the ability to use financial systems and other MA specific systems.
- A positive team player who looks for ways to improve current work practices and processes.
- Alignment to the values of Mission Australia.

Additional requirement of the position

It is a requirement of the position that the position holder have a myGovID account (set up at a minimum of standard strength) and use this account via the myGovID app to facilitate login to online systems for work purposes.

Key challenges of the role

- The ability to work in a busy and sometimes challenging environment while prioritising a competing workload.
- The ability to liaise effectively with clients who may demonstrate challenging behaviours.

Compliance checks required

Working with Children Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
Reasonable evidence of full vaccination against COVID-19	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval

Lily Jin, National Manager Performance & Compliance

11 May 2022

Manager name

Approval date