

**Position Description**  
**Trainee Administration Officer**

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| **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: Trainee Administration Officer | |
| Division: | Service Delivery |
| Reports to: | Area Manager |
| Position Purpose: | To work under limited supervision, in providing receptionist, clerical and administrative support to Community Service Employees and their clients, while completing required Business Administration qualifications. |
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**Position Requirements (What are the key activities for the role?)**

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| |  |  | | --- | --- | | **Key Result Area 1** | **Customer Service** | | **Key tasks** | **Position holder is successful when** | | * Provide reception duties including answering incoming calls, redirecting calls, taking messages. * Ensure reception area is well maintained. * Assist clients with general enquiries and appointments. * Ensure the confidentiality and client’s rights and information are respected and highly regarded at all times. | * Phone is answered promptly and calls redirected to the correct program. Messages are taken and passed on where there is no answer to the phone. * Reception area is welcoming, clean and tidy. * Doors and blinds are open during office hours and locked and closed before leaving. * Clients are greeted in a friendly and respectful fashion and made to feel welcome whilst waiting for their appointment. * Contractors are inducted in site as per WHS procedure. | | **Key Result Area 2** | **Business Processes** | | **Key tasks** | **Position holder is successful when** | | * Undertake general administrative duties as requested. * Other duties as requested by Managers and supervisor. * Collect mail and shopping. * Maintain and replenish stationery supplies and register. * Maintain adequate level of kitchen supplies. * Assist with events and meetings. * Collect and scan site logbooks. * Assist to maintain key register. | * Requested tasks are completed in a timely frame and to the required standard. * Mail is collected daily, kitchen supplies are kept stocked. * Register is kept of stationary ordered, by whom and correct project to be charged. * Assistance is given with program events and meetings where needed. * Logbooks are collected for all site vehicles and scanned and CC’d to admin officer when sent to fleet by due date each quarter. * Key register is kept up to date. * Car folders are maintained and accounted for at all times. | | **Key Result Area 3** | **Learning and Innovation** | | **Key tasks** | **Position holder is successful when** | | * Completion of Performance Appraisal & development review and identify training needs. * Participate in Mission Australia’s Continuous Quality Improvement Program. * Complete TAFE modules. | * Participation in monthly supervision and annual review. * Site related CQI activities that are assigned are done on time. * All modules are completed and certificate is obtained. | | |
| **P**  **U 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**

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| **Qualification, knowledge, skills and experience required to do the role** |
| |  | | --- | | * Personal effectiveness * Sound Communication Skills * Organisational awareness * Values alignment * Ability to work in a complex, high work volume environment * Satisfactory criminal record check and Working with Children Check * Willingness to commit to the term of traineeship and possibly beyond * Demonstrated ability to work effectively as part of a team * Ability to organise and prioritise work and study activities * Ability to travel for training and work commitments as required * A good understanding of Windows based computer packages * Driver’s Licence | |
| **Key challenges of the role** |
| * The ability to create effective and organised administrative processes which ensure proper and   efficient completion of tasks.   * The ability to balance work and study. |

**Compliance checks required**

**Working with Children**

**National Police Check**

**Vulnerable People Check**

**Drivers Licence**

**Other (prescribe)**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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