



POSITION DESCRIPTION

Position Title:	Administration Assistant
Department:	Employment Services / Training

ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With over 40 years of history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

PRIMARY PURPOSE OF ROLE

To provide administrative and customer support to clients and staff undertaking services within a variety of our contracted programs and training. You will create a professional and welcoming environment and respond to enquiries in a timely and knowledgeable manner. The position will also provide assistance with customer support, database maintenance, project management and other general administrative duties.

Direct Reports to this Role

Total Number of Reports

Nil	Nil
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Key Relationships

Internal	Requires contact internally with other members of staff within other functions/sites Attend site meetings, discussions and conferences where applicable Support Manager and staff as required
External	Clients, suppliers and customers

KEY RESPONSIBILITIES / DUTIES

Undertakes a range of clerical and administrative support work, including but not limited to; preparing correspondence, compiling data, maintenance of course material etc

Prepare minutes and general correspondence for the unit as required

Assist with job seeker enquiries, operation of job seeker kiosks, internet and work processing and other facilities or services provided by MADEC.

Assist Manager with ad hoc reporting requests, typing of correspondence, setting up meetings, and compiling data and information as required.

Completes administrative functions required within Vettrak.

Maintain security and confidentiality and jobseeker and trainee information at all times

Address where possible, and record all complaints and forward to Manager

Maintain stationary, supplies and check currency of promotional literature use at a site level

Promote all MADEC services to potential clients and employers

Comply with all contractual and regulatory obligations

Deal empathetically with customer issues and escalate as and where required

Liaises with all staff across MADEC to ensure teamwork and communication across the organisation

Assists the site in the preparation for internal and external audits

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	Current drivers licence	Certificate qualification in Business (Administration)
Experience	One or two years' experience in a similar role Experience working within a busy office environment	Previous work within the Employment Service and / or Training industry.
Skills	<p>Excellent communication skills, both oral and written</p> <p>Proven ability to work within a team</p> <p>Exercise initiatives and capacity to work within a busy environment</p> <p>Accurate and effective word processing skills</p> <p>Highly computer literate</p> <p>Ability to communicate with jobseekers from diverse backgrounds</p> <p>Ability to maintain systematic and accurate records and reports</p> <p>Ability to work under pressure and possess excellent time management skills</p>	

Competencies *All employees must:*

Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>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.</p>
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure our internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>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.</p>
Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>

Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>
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Trust, Honesty and Accountability

The upholding of trust, honesty and individual and organisational accountability in all we do and say.

Competency	▪ Accountability	▪ Communication	▪ Integrity
The actions:			
<ul style="list-style-type: none"> ▪ Be authentic, deliver upon our promises and hold self and others accountable. ▪ Communicate consistently, honestly, constructively and with good intent. ▪ Recognise, give credit to and respect our people for their contributions. 			

Dignity and Respect

The right of each and every person to be treated with respect and dignity.

Competency	▪ Integrity	▪ Communication	▪ Team Work
The actions:			
<ul style="list-style-type: none"> ▪ Relate to team members and customers in a fair and equitable manner. ▪ Build sustainable and productive relationships across the organisation. ▪ Relates easily and is accepting of people from a diverse backgrounds. 			

Initiative and Creativity

The initiative and creative potential of individuals and the contribution they can make to MADEC.

Competency	▪ Adaptable	▪ Customer focus	▪ Team Work
The actions:			
<ul style="list-style-type: none"> ▪ Open to new ideas and seeks opportunities for improvement. ▪ Collaborate on changes and support ideas of others. ▪ Seek improvement and accept change. 			

Growth and Development

The professional growth and development of board members, management and staff that will enhance their skills, knowledge and experience.

Competency	▪ Accountability	▪ Adaptable	▪ Integrity
The actions:			
<ul style="list-style-type: none"> ▪ Provide service, knowledge and experience to others. ▪ Create a picture of success and strive for excellence. ▪ Provide a culture that supports continual learning. 			

Quality and Continuous Improvement

The development and delivery of high quality services to our clients and customers through continuous improvement and organisational development processes.

Competency	▪ Adaptable	▪ Integrity	▪ Customer focus
The actions:			
<ul style="list-style-type: none"> ▪ Understand how individual, team and department operates and contributes to business success ▪ Challenges the status quo. ▪ Seek opportunities for business benefit by continually reviewing processes to ensure best practice. 			

Economic, Social and Environmental Sustainability

The principles and practices of economic, social and environmental sustainability.

Competency	▪ Accountability	▪ Adaptable	▪ Integrity
The actions:			
<ul style="list-style-type: none"> ▪ Seek opportunities to improve quality and efficiencies, safety, health and the environment. ▪ Ensure safe working environment for employees by actively resolving safety issue in a timely manner. ▪ Being thoughtful about resources. 			

Position Description reviewed by:

Employee Name:		Title:		Date:	/ /
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Employee acknowledgement of Position Description:

Employee Name:		Signature:		Date:	/ /
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Please provide copy of Position Description to employee.
Employee to sign and return to Human Resources.