



POSITION DESCRIPTION

Position Title:	Performance Administrator
Department:	Employment Services Central Support

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 support performance within MADEC's jobactive service delivery commitment. This is achieved by the provision of technical advice and process oversight as it relates to the Departments guidelines.

This plays an integral part in MADEC's commitment to Quality Assurance and continuous improvement and establishment of consistent Employment Services staff knowledge base.

Direct Reports to this Role	Total Number of Reports
Nil	Nil

Key Relationships

Internal	<ul style="list-style-type: none"> Regional Managers Area Managers Site Managers Executive Services Staff Works in collaboration with and supports Employment Services staff across all sites
External	<ul style="list-style-type: none"> Department of Jobs and Small Business Department of Social Services Department Human Services External Auditors

KEY RESPONSIBILITIES / DUTIES

Provide analysis on jobactive performance matters

Review business processes to ensure they remain cost efficient and assist to achieve high standards of performance

Ensure jobactive work procedures and resources comply with contractual guidelines and enable sites to achieve performance objectives

Contribute to the implementation of procedures to achieve employment outcomes for jobseekers

Ensure all transactions are effectively processed ensuring high standards of compliance and no financial loss

Monitor to ensure adherence to compliance standards

Collaborate with site staff to identify areas of improvement

Support site staff to ensure best practice is consistently applied to achieve outcomes for jobseekers

Contribute to training resources including web-based resources, written material and visual displays.

Provide support to staff across all jobactive sites to seek feedback and implement improvement strategies as related to KPI performance.

Willingness to stay abreast of all Department updates

Maintain positive relationships and encourage open and regular communication with all staff

Duties as directed by Management to support organisation objectives

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	A current drivers licence	<p>Certificate III Business Administration or equivalent minimum 2 years' experience</p> <p>Certificate III Employment Services</p> <p>Certificate IV in Workplace Training and Assessment</p>
Experience:	Previous experience working within an office environment	<p>Up-to-date knowledge of relevant legislation, guidelines and industry practices as related to Employment Services</p> <p>Development or delivery (or contributing to) of training programmes and materials</p>
Skills:	<p>Demonstrated computer skill and literacy skills, with practical understanding and application</p> <p>Strong organisational and time management skills, with an ability to prioritise tasks, meet prescribed deadlines, and concurrently manage a number of competing tasks.</p> <p>Cultivates creditability and honesty and demonstrates a high level of confidentiality and discretion.</p> <p>Displays enthusiasm and initiative- has a high achievement drive and acts in a self-directed way.</p> <p>Exercises ownership and a high concern for the quality of their own work, reflected in a high attention to accuracy and detail.</p> <p>Possesses a sense of urgency.</p> <p>Operates effectively in a team environment; establishes a rapport and builds strong relationships.</p> <p>Shows a strong community and service ethic and commitment to deliver exceptional service.</p> <p>Is flexible and adaptable to operate effectively in a demanding and changing business environment.</p> <p>Well-developed interpersonal, oral and written communication skills.</p>	

Competencies	<i>All employees must:</i>
Adaptable	Maintain focus and productivity in changing environments, responsibilities and people. 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.
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	Communicate effectively and transparently. Engage and inspire other through clear oral and written communication.
Customer focus	Ensure our internal and external customers/clients are at the forefront of our minds in all that we do. 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.
Integrity	Be authentic. Maintain personal credibility and uphold ethical standards. Foster respect for all individuals and points of view. Interact appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.
Team Work	Work cooperatively and effectively with others to achieve department and organisational goals. Participate in building group identity characterised by trust, pride and commitment. Build strong intra and inter department relationships and partnerships to ensure business success.

At MADEC We Value

Accountability

We do what we say we will do and are responsible for our actions.

Authenticity

We remain true to our core purpose. We are honest, trustworthy and transparent.

Courageousness

We act ethically and stand up for what is right, just and fair.

Passion

We believe in what we do and will not waver in our commitment to achieving expected outcomes.

Inclusiveness

Everyone matters, we are "all" community.

Excellence

We are committed to continuous improvement in all we do.

Position Description reviewed by:

Employee Name:	Stacey Fush	Title:	Performance and Strategy Manager	Date:	29/03/19
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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.