



POSITION DESCRIPTION

Position Title:	Administration Assistant - Harvest
Department:	Harvest Trail Services

ORGANISATIONAL INFORMATION

MADEC is a successful not for profit and charitable organisation, with a proud 50 year history of providing relief to people experiencing poverty or distress. Through our four core business units;

- Employment Services
- Education and Training
- Labour Hire
- Harvest

we recognise the importance of self-worth and self-fulfilment and we recognise that those who are, or may be, disadvantaged, need and deserve our help.

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

The main focus for the position is to provide administrative and customer support to clients and harvest managers in alignment with our Harvest Services contract. As the first point of contact for our clients and visitors you will create a professional and welcoming environment and respond to enquiries in a timely and knowledgeable manner.

Direct Reports to this Role	Total Number of Reports
Nil	Nil

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

Front counter duties including initial phone contact to site, greeting clients, visitors, taking messages and referring calls.

Assist with the management of eligible harvest labour/horticulture vacancies and jobactive when required.

Create vacancies on internal/external databases as well as confirming and claiming harvest placements.

Assist with the maintenance systems to ensure efficient and effective compilation of client information in line with policy and statistical requirements and ensuring requirements are met.

Maintain harvest labour database

Assist with conducting induction processes and issuing of work entitlements cards for all customers accessing the service.

Assists with coordination of mail outs and correspondence to growers.

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

Assist with the tracking of harvest worker employment and liaising with jobactive providers concerning employment placement support

Gather documentary evidence for provision to jobactive providers and to ensure compliance with Harvest service guidelines

Assist with general and day-to-day administration tasks when required.

Maintain security and confidentiality and jobseeker information at all times

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

Maintain corporate card reconciliations for the office

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

Comply with Department contractual obligations

Promote all MADEC services to potential clients and employers

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>Highly computer literate with accurate and effective word processing skills</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	<i>All employees must:</i>
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 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>

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.

Role Description reviewed by:

Employee Name:	L.Burt	Signature:	CEO	Date:	04.05.2020
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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.