



POSITION DESCRIPTION

Position Title:	Administration Officer – 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

Harvest Trail Services

Recently securing a contract to deliver HTS, our footprint has expanded to include eleven regions along the Eastern states of Australia and South Australia. We provide labour solutions to the horticultural industry of more than 15,000 harvest workers per year.

PRIMARY PURPOSE OF ROLE

The main focus for the position is to provide administrative and customer support to workers, harvest employers and support HTS staff across all sites in alignment with our Harvest Services contract.

As a key first point of contact for MADEC you will create a professional and welcoming environment and respond to enquiries in a timely and knowledgeable manner.

Travel to sites within HTS service delivery footprint is required, usually where additional administration is needed in peak times or during leave coverage.

Direct Reports to this Role	Total Number of Reports
<i>Nil</i>	<i>Nil</i>

Key Relationships	
Internal	Requires contact internally with other members of staff within other functions/sites Provide support to regional sites virtually and physically as required Works in collaboration with and supports HTS staff across the service delivery footprint Site Administration Assistant Site/Area Managers Executive Services Staff
External	Clients Employers Suppliers

KEY RESPONSIBILITIES / DUTIES
Initial phone contact for Relocation Assistance enquires, providing accurate information in line with the current deed and guidelines
Creating Relocation Assistance Agreements in line with MADEC HTS procedure
Liaising with Relocation Assistance participants and facilitating reimbursement requests including collection and storage of appropriate doc evidence
Review business processes to ensure they remain efficient and assist to achieve high standards of performance
Monitor to ensure adherence to compliance standards
Collaborate with site staff to identify areas of improvement
Participate in and contribute to HTS Working Groups as required
Support site staff to ensure best practice is consistently applied to achieve outcomes for HTS workers
Initial phone contact to site, greeting clients, visitors, taking messages and referring calls
Act as Harvest Administrator where required to support regional sites (this will involve travel).
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 trail services 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
Maintain security and confidentiality and jobseeker information at all times
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 National Police Check	Certificate III Business Administration or equivalent minimum 2 years' experience Certificate III Employment Services
Experience:	Experience working within a busy office environment	Previous work within the Employment Service and / or Training industry. Up-to-date knowledge of relevant legislation, guidelines and industry practices as related to Employment Services
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. 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> <p>Highly computer literate with accurate and effective word processing skills</p> <p>Ability to communicate with persons from diverse backgrounds</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	<p>Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.</p>
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>

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:	A.Edkins	Title:	Harvest Trail Services Manager	Date:	07/04/2021
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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
