



## POSITION DESCRIPTION

<b>Position Title:</b>	Administration Officer
<b>Department:</b>	Harvest and Labour Hire Services

### 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

The provision of administrative support to the Harvest and Labour Hire Services team and customer service to all users of this department including employers, job seekers and industry organisations.

### Direct Reports to this Role

### Total Number of Reports

Nil	Nil
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### Key Relationships

<b>Internal</b>	Area Manager Harvest and Labour Hire Services Manager Business Development Consultant MADEC staff across all Departments
<b>External</b>	Employers Job seekers Industry bodies

## KEY RESPONSIBILITIES / DUTIES

Coordinate Labour Hire incoming calls/enquiries on a daily basis

Source suitable candidates via networking, advertising and referrals.

Check job boards, local newspaper, key stakeholder websites and MADEC internal staff three times per week seeking competitor intelligence and/or labour hire opportunities.

Provide assistance with and coordinate MADEC Labour Hire mail-outs and marketing campaigns, including mail merge activities in line with Marketing Calendar and/or as directed by the Business Development Consultant.

In conjunction with the Business Development Consultant conduct initial telephone contact with potential new host employers and confirm labour demand and business contacts. Follow up by sending labour hire promotional material. Record activities on Customer Call Report Diary – Administration Officer Document, located on intranet.

Identify and create opportunities for business growth.

Assist with and coordinate sales and marketing activities designed to increase the client base.

Conduct initial screening with candidates looking for work, to match them with appropriate vacancy or industry demands.

Provide information to candidates on host employers and job specification for vacancies.

Develop and manage ongoing client relationships – both on the phone and face to face interviews.

Network internally and externally with clients.

Assist with managing temp vacancies to meet client needs.

Ensure records are kept in line with legislative requirements.

Ensure that all TYPE 2 & TYPE 3 candidates are entered onto CHIP and that all client and employee details are kept up to date and accurate at all times.

Inactivate clients need to be removed off CHIP and report sent to Labour Hire Finance Dept on a weekly basis listing clients requiring hiring's to be inactivated in order to finalize the client inactivation process.

Completed Assignments: Undertake regular audits of candidate files and archive completed assignments candidates files where the candidate no longer wishes to remain active. All other candidate files need to be re-filed with the active candidate files.

Enter Customer Call Report forms from Business Development Consultant must be entered onto CHIP on a weekly basis.

Coordinate and deliver OH&S Inductions on a fortnightly basis or as directed by the Business Development Consultant.

Provide Business Development Consultant on a weekly basis with reports 'by request' generated via CHIP

Compile candidate timesheets; check timesheet calculations are accurate and compliant with candidate's employment conditions. Submit timesheets on a weekly basis, by mid-day every Tuesday

Ensure sufficient marketing material, timesheet pads and candidate/host files are in stock and ready to use at all times.

Prior to first pay run the following documentation must be sent to the Labour Hire Payroll Officer;

- Labour Hire Employee Payroll Registration Form
- Taxation Paperwork
- Superannuation Paperwork
- Copy of candidate pay rate and host employers charge out rates

### 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
<b>Qualifications</b>	A current driver's licence	Completion of an appropriate Office Administration and / or Business Administration Certificate; (or equivalent relevant experience)
<b>Experience:</b>	<p>Experience in an office environment</p> <p>Participating in a team work environment.</p> <p>Designing complex documents, databases and spreadsheets.</p> <p>Organising work schedules and meetings.</p>	Actively participating in coaching and mentoring sessions to improve standards of service provision.
<b>Skills:</b>	<p>Ability to communicate with colleagues and customers to gather information about their needs and to provide services.</p> <p>Ability to listen actively and follow complex oral instructions.</p> <p>Ability to proofread and edit documents.</p> <p>Ability to write clear and detailed instructions.</p> <p>Ability to work under pressure and possess excellent time management skills.</p> <p>Ability to coordinate daily tasks around unplanned activities that become priority.</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>

**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:	[ ]	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.