

## POSITION DESCRIPTION

<b>Position Title:</b>	Administration Officer – Labour Hire / Seasonal Worker Programme
<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, Harvest and Labour Hire Services is focussed on providing industry with an ethical, efficient, and productive labour solutions to meet their workforce needs. MADEC aims to ensure all employees are engaged in accordance with Fair Work guidelines and that all statutory employer obligations are satisfied.

As an employer approved to sponsor participants on the Seasonal Worker Program, MADEC is committed to achieving positive outcomes for employees, while also assisting employers to access productive labour solutions that are not readily met by Australian residents.

### 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. The incumbent will also assist account managers and business development consultant to undertake and complete some field tasks during periods of peak workload.

### Direct Reports to this Role

### Total Number of Reports

Nil	Nil
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### Key Relationships

<b>Internal</b>	Harvest and Labour Hire Services Manager Regional/State Manager Business Development Consultant Account Manager MADEC staff across all Departments
<b>External</b>	Employers Job seekers On-Hire employees Industry bodies

## KEY RESPONSIBILITIES / DUTIES

### General Duties

- Coordinate Labour Hire incoming calls/enquiries on a daily basis
- Manage the organisation, agenda and minutes of work group meetings or special events (telephone, webinar or in person)
- Assist Business Development Consultant with new host employer contact, confirming business contacts, sending promotional material, etc.
- Enter Customer Call Reports from Business Development Consultant onto CHIP on a weekly basis.
- Assist with managing temp vacancies to meet client needs.
- Source suitable candidates via networking, advertising and referrals.
- Conduct initial screening with candidates looking for work, to match them with appropriate vacancy or industry demands.
- Ensure records are kept in line with legislative requirements.
- Ensure that candidates are entered onto CHIP and client and employee details are kept up to date and accurate.
- Compile candidate timesheets; check timesheet calculations are accurate and compliant with candidate's employment conditions and submit for payroll processing in accordance with required procedure.
- Ensure sufficient marketing material, timesheet pads and candidate/host files are in stock and ready to use at all times.
- 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
- Network internally and externally with clients.
- Assist with and coordinate sales and marketing activities designed to increase the client base.
- Identify and create opportunities for business growth.
- Ensure employee documentation is submitted to the Payroll Office in accordance with on-boarding procedures ;

### Seasonal Worker Program

- Assist with preparation and management of timetables of each SWP assignment, providing advice on timing and processes of recruitment for programs
- Prepare and submit of SWP assignment requests, subject to Business Development Consultant approval, to the Department of Jobs and Small Business
- Assist in processes to ensure all workers arrive by agreed time
- Manage travel arrangements for staff and seasonal workers and reconcile Corporate Traveller invoicing
- Create and distribute SWP on-arrival packs to sites
- Assist the Business Development consultant to prepare for and deliver on arrival briefings for SWP
- Create worker letters of offer, departure letters, employment contracts, deduction forms, and other documentation, in accordance with MADEC procedures.
- Assist with creation of assignment contracts for host employers
- Process General Health Claims (i.e. claims for Doctors visits)
- Comply with MADEC communication protocols for incident reporting
- Provide advice and seek Department of Jobs and small Business approval for assignment variations.
- Collect and collate worker timesheet collection and distribute as required
- Assist Business Development Consultant as required to trouble shoot and resolve issues and incidents

### 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>

## At MADEC We Value

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### 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:	L.Burt	Title:	CEO	Date:	09/04/19
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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.