



POSITION DESCRIPTION

Position Title:	Administration Officer – Harvest Trail Services
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-fulfillment 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.

Direct Reports to this Role	Total Number of Reports
None	0

Key Relationships	
Internal	<p>Reports on a day to day basis to the Site Harvest Office Manager or HTS Team Leader</p> <p>Works collaboratively with all Harvest Trail Services staff across the organisation Provide support to regional sites virtually and physically as required</p> <p>Administration Officers - Harvest Administration Assistants - Harvest Site/Area Managers Executive Services Staff</p>
External	<p>Workers Employers Suppliers</p>

KEY RESPONSIBILITIES / DUTIES	
Administration Support	
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	
Represent the Harvest Trail Services office appropriately at all times	
Participate in and contribute to HTS working groups as required	
Support fellow staff across the HTS footprint to ensure best practice is consistently applied to achieve outcomes for HTS workers	
Maintain positive relationships and encourage open and regular communication with all staff	
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 trail services database	
Conducting induction processes and issuing of work entitlements cards for all customers accessing the service.	
Coordination of mail outs and correspondence to growers.	
Assist with the tracking of harvest worker employment and liaising with JobActive providers concerning employment placement support	
Address where possible, investigate and record all complaints then provide details to the appropriate Manager	
Maintain corporate card reconciliations for the office if required	
Maintain stationary, supplies and check currency of promotional literature use at a site level	
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 Harvest Workers and Harvest Employers
Duties as directed by Management to support organisation objectives including but not limited to with ad-hoc reporting requests, typing of correspondence, setting up meetings, and compiling data and information as required.
For Site based roles – take reasonable responsibility for the site office in the absence of the Harvest Office Manager and work autonomously as required.
For National roles – Travel to sites within HTS service delivery footprint may be required to provide additional administration support as needed.
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	Experience with leading and supporting operational staff in the execution of their duties
Skills:	<p>High level of competency working with Microsoft office applications, IT systems, and specific departmental systems and platforms</p> <p>Excellent administrative organisational and report writing skills with a strong focus on accuracy</p> <p>Shows a strong community and service ethic and commitment to deliver exceptional service</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>Sound negotiation and conflict resolution skills</p> <p>Cultivates creditability and honesty and demonstrates a high level of confidentiality and discretion</p> <p>Displays enthusiasm, initiative, has a high achievement drive and acts in a self-directed way</p> <p>Is flexible and adaptable to operate effectively in a demanding and changing business environment</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>Is flexible and adaptable to operate effectively in a demanding and changing business environment</p> <p>Ability to communicate with persons from diverse backgrounds</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. Fosters respect for all individuals and points of view. Interacts 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.

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:	Annabelle Edkins	Title:	Harvest Trail Services Manager	Date:	17/06/2021
----------------	------------------	--------	--------------------------------	-------	------------

Employee acknowledgement of Position Description:

Employee Name:		Signature:		Date:	/ /
----------------	--	------------	--	-------	-----

Please provide copy of Position Description to employee.
Employee to sign and return to Human Resources
