

## POSITION DESCRIPTION

<b>Position Title:</b>	Business Support Administrator
<b>Department:</b>	Education and Training

### 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

To provide high quality administration and support in a range of programs, funding, contracts and other projects which support the Education and Training department team and business goals.

### Direct Reports to this Role

### Total Number of Reports

Nil	Nil
-----	-----

### Key Relationships

<b>Internal</b>	<p>Director – Education and Training            Education and Training managers and team leaders            All MADEC staff</p>
<b>External</b>	<p>Key stakeholders            Equivalent members of other organisations            Local clients, suppliers of goods and services            Government departments and agencies</p>

## KEY RESPONSIBILITIES / DUTIES

Support Director of Education & Training and Business Development Consultant with contracts and administration relating to VET in Schools programs

Support MADEC in the delivery of funding and other contracts for Department of Innovation and Skills and Department of Education including meeting contractual obligations, reporting, fulfilling our service obligations etc.

Contribute on a project basis to the development of other commercial tenders and submission to government.

Support MADEC to provide mentoring to other RTO's and Schools on VET Readiness Orientation process, Upfront Assessment of Needs and Learner Support Services

Coordinate small to medium training projects including Skilling South Australia projects, Training Priority List projects, Building Capability Projects, Regional Development Australia projects and others as required.

Coordinating tasks such as assisting with tender process, contracts, providing advice to Director on meeting contractual obligations, booking venues, liaising with stakeholders, booking Trainers, scheduling training, ensuring all staff are meeting obligations

Monitoring project progress and reporting to Management

Co-ordinate the execution of company contracts, ensuring deadlines are met and appropriate records are maintained.

Provide high quality administration and research support to the Director and other management as requested.

Draft monthly reports, presentations, submissions and other correspondence for the Director.

Administration tasks and other duties as required and related to the outcomes of the department.

### **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>	National Police Check	Current driver's licence Qualifications in business or administration, or currently studying towards
<b>Experience:</b>	Significant administration and communications experience	Previous experience working in an RTO Contract management experience Tender writing Project management
<b>Skills:</b>	<p>Strong communication, interpersonal and public relations skills to enable professional interaction with a range of people including senior management and other staff, the public, and representatives from other organisations and Government agencies.</p> <p>Ability to maintain confidentiality and an understanding of commercial in confidence practices.</p> <p>Well developed computing skills with an advanced working knowledge of Microsoft Office applications, databases, the internet and email applications.</p> <p>Highly developed time management skills and demonstrated ability to meet deadlines and to effectively manage multiple projects including the organisation of events and functions.</p> <p>Demonstrated experience in drafting correspondence, presentations, media items and reports.</p> <p>The ability to work unsupervised and to be flexible in carrying out duties effectively</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

---

### 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:	Laurie Brautigan	Title:	Director – Education and Training	Date:	
----------------	------------------	--------	-----------------------------------	-------	--

### 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.