

Administration Assistant



Honouring God, Serving People, Building Hope.

Lismore

Reporting to the Team Leader – Lismore and working within a cohesive branch team, you will be responsible for ensuring the highest level of service is provided to our clients while maintaining administration support to the office.

You have an excellent eye for detail, enjoy working in an environment with a high degree of accountability and customer service and enjoy working within a cohesive and dynamic team to achieve positive goals for our clients.

Essential Criteria

- Experience in front office reception and customer service
- Demonstrated ability to work efficiently and effectively in a team environment
- Ability to relate empathetically to the needs of job seekers with disabilities from diverse backgrounds
- Strong computer skills with the ability to provide support to assist job seekers in their search for employment
- Demonstrated interpersonal and excellent communication skills, both written and verbal
- Demonstrated ability to work with very limited supervision

Desirable Criteria

- Understanding of Disability Employment Services
- Drivers Licence

Written applications MUST address essential and desirable criteria to:

Damon Munt
Operations Manager
Wesley Uniting Employment

wue.jobs@wesleymission.org.au

Enquiries can also be sent to the above email address.

Applications close: 5.00pm 23 July 2010



Be Challenged: Change Lives



Position Description

Administration Assistant

Wesley Uniting Employment

This position description should be read in conjunction with the Mission's Policy and Procedures, Chart of Delegations, Organisation Chart and appropriate standards and regulations which are applicable to the operations.

1.0 OBJECTIVE

- 1.1 Provide a range of administrative services including but not limited to administrative support, reception and accounting duties ranging from the simple to the complex. In keeping with the nature of client services offered by Wesley Uniting Employment, an Administrative Assistant will also liaise from time to time with clients of the service and other service providers.

2.0 BASIC JOB FUNCTION

- 2.1 Implement DEEWR guidelines and WUE's policies and procedures at the Branch, ensuring that the Branch cares for, helps, and achieves meaningful jobs for unemployed people
- 2.2 Actively contribute to a staff culture that is passionate, engages with unemployed people, builds hope and operates in a joined up manner
- 2.3 In consultation with the Branch Leadership Team undertake an agreed combination of program support tasks from various branch roles including reception and telephonist duties, administration tasks, client support, records maintenance, data entry, finance and accounting duties
- 2.4 Maintain strong partnerships with local stakeholders, including community, business and government

3.0 RELATIONSHIPS OF THE ADMINISTRATION ASSISTANT

- 3.1 Reports to the Branch Manager
- 3.2 Works with:
- Clients
 - Wesley Employment & Training staff
 - Wesley Mission Sydney staff

3.3 Liaises with Uniting Church staff, and community, business and government stakeholders as required.

4.0 CONDITIONS

4.1 The location/s to which an employee is assigned is determined by the needs of the organisation. Wesley Mission reserves the right to relocate employees accordingly

5.0 ADMINISTRATION ASSISTANT RESPONSIBILITIES AND ASSESSMENTS

5.1 **Our Clients**

5.1.1 Care – Ensure efficient and effective practice in commencing, assessing, reviewing and engaging unemployed people

Measures:

- *Availability of relevant client information material in reception area and client information sessions*
- *Upkeep / tidiness of client areas / training rooms / kiosks – open access*
- *Efficiency of reception and telephonist duties including the accurate provision of information – staff and client feedback*
- *Timeliness & accuracy of records maintenance - Internal & external reports and audits*
- *Timeliness of completing Resume Summary Details – Ea3000 Reports*
- *Client Feedback: Complaints and Customer Satisfaction Surveys*

5.1.2 Help – Ensure efficient and effective practice in hope building, equipping, learning and the participation of unemployed people

Measures:

- *Availability of relevant client training material in reception area*
- *Timeliness in processing purchase orders and client reimbursements – Managers Quality Checklist and Fraud Prevention Plan*
- *Efficiency of reception and telephonist duties including the accurate provision of information*
- *Timeliness & accuracy of records maintenance - Internal & external reports and audits*
- *Client Feedback: Complaints and Customer Satisfaction Surveys*

5.1.3 Jobs – Ensure efficient and effective practice in joined up partnerships, opportunity creation, best fit placements and support after placement

Measures:

- *Efficiency of reception and telephonist roles to relay information to placement matching, reverse marketing, partnership development and post placement support programs*
- *Client feedback - effectiveness of client support activities in the open access area*
- *Internal Staff feedback – effectiveness of administration support provided to client placement activities*

5.2 **Our People and Culture**

5.2.1 Communication – Communicate operational issues quickly with the branch leadership team at the Branch

Measures:

- *Timely leave notification and completion of leave forms*
- *Timely completion of Wesley Mission / WUE staff surveys*
- *Participation in team meetings*
- *Participation in best practice meetings / project teams*
- *Constructive participation in PRDP meetings*
- *HCM Survey Results*

5.2.2 Learning Capacity – Take a proactive role in training and developing the skills necessary to perform in current roles and preparing for career goals

Measures:

- *Training Need Assessments completed and identified training completed*
- *Constructive participation in PRDP meetings*
- *HCM Survey Results*

5.2.3 Cultural Issues – Enhance and engender a positive work culture

Measures:

- *Attendance at Wesley Mission Orientation*
- *Encourage best practice*
- *Engender a Supportive environment*

5.3 Our External Stakeholders

5.3.1 Stakeholder Satisfaction – Ensure community, government and business stakeholder needs and contractual requirements are met.

Measures:

- *Client Feedback: Complaints and Customer Satisfaction Surveys*
- *Business and Community Feedback*
- *Government Feedback: Monitoring Reports, Performance Assessments*

5.4 Our Resources and Systems

5.4.1 Control Systems – Implement and adhere to contract compliance and risk minimization procedures and systems

Measures:

- *Instances of fraud and claim/fund repayment*
- *Recurrent audit issues*

5.4.2 Reporting – Meet all internal and external reporting requirements

Measures:

- *Timely response to Branch Leadership Team queries including monitoring reports*
- *Other reporting completed as required*

5.4.3 Fiscal Management – Make efficient and effective use of assets, minimize expenditure and maximise revenue at the Branch

Measures:

- *Actively support branch environmental waste reduction initiatives*

5.5 Personal

5.5.1 Professional Development - Actively participate in developmental activities and keep up to date with various procedures, legislation and contractual information to enhance knowledge and understanding of current role

Measures:

- *Completion of personal PR&DP at least annually*
- *Understanding of the application of the EEO, Affirmative Action, and Privacy Act, Occupational Health and Safety Act and other relevant legislation*
- *Completion of Induction and Orientation Program and any subsequent updates / training*
- *Attend conferences, seminars and training courses as identified in the PR&DP and as directed by the Branch Manager.*

5.5.2 OHS&IM - Comply with obligations and responsibilities of “Occupational Health and Safety Act 2000” and the “Workers Compensation and Injury Management Act 1998” as an employee and a supervisor and manager.

Measures:

- *Regular risk assessments and hazard identification at all and appropriate action in response to identified issues*
- *Reporting of all hazards and injuries through the normal process as set out in the Wesley Mission’s Occupational Health, Safety and Rehabilitation Quality Management System and site procedures.*
- *Compliance with return-to-work programs and prompt return of injured employees to the workplace including timely completion of required forms and paperwork*

5.5.3 Joined up Thinking and Practice – Attend functions, committees, projects meetings and worship services as directed by the Branch Manager.

5.5.4 Other Duties – Undertake other activities as directed by the Branch Manager.

Duty Statement – Administration Assistant Wesley Uniting Employment

This duty statement should be read in conjunction with the Administration Assistant Position Description, Mission's Policy and Procedures, Chart of Delegations, Organisation Chart and appropriate standards and regulations which are applicable to the operations.

Reception / Administration / Accounts / Casework

	Eligible Grades	“Y” to Select
Perform reception and telephonist duties including the accurate provision of information	1, 2 ,3	
Support client activities in the open access area	1, 2 ,3	
Provide administrative & operational support as directed		
Perform a range of office duties and / or support roles, but not limited to data entry, mailing, records maintenance, photocopying, faxing, petty cash, purchasing and invoice processing	1, 2 ,3	
Demonstrate proficiency in the straightforward operation of keyboard equipment including data input and basic word processing and proficiency in the use of available office technology	1, 2 ,3	
Demonstrate expertise in the operation of relevant IT systems / packages	1, 2, 3	
Perform program support and/or more complex administrative duties including, but not limited to, petty cash control, ordering, and invoicing under the direction of the manager or another employee with delegated supervisory responsibility	2, 3	
Provide limited direct support to clients undertaking self-paced instructional packages and/or limited pre-employment activities and services which do not require a level of skill and/or responsibility more properly exercised by a more senior employee	2, 3	
Provide assistance to more senior employees in client selection and referral activities, and preparation and maintenance of client records under supervision	2, 3	
Set up and administer a bookkeeping and/or accounting system including a chart of accounts for the organisation and each of its programs and services	3	
Produce a range of accurate and timely financial reports, which clearly reflect the financial position of the organisation and each of, its programs and services and which will enable cross-program financial management, including profit and loss statements & cash flow analysis reports	3	
Assist in the preparation of budgets for the organisation or for individual programs and services	3	
Supervise and provide necessary office-based training to administrative or other support employees	3	

Operate purchasing, inventory, asset control, payroll and other administrative procedures	3	
Set up and maintain a full range of personnel, client data base and other management and administrative records required by the employer	3	
Demonstrate expertise in the use of financial and other software packages	3	
Set up and maintain statistical information systems	3	

Other Requirements

	Eligible Grades	"Y" to Select
Achieve KPI targets as set by the Branch Manager	1, 2 ,3	Y
Communicate with the Management on administration issues	1, 2, 3	Y
Attend such functions, meetings, seminars and training courses as directed by your supervisor	1, 2 ,3	Y
As an employee of WUE meet all contractual obligations in accordance with Contracting Agencies requirements and WM / WUE policies & procedures	1, 2 ,3	Y
Provide a quality service to all clients, employers and Contracting Agencies to the standard required by the Codes of Conduct	1, 2 ,3	Y
Provide updates on service performance issues and prepare reports and submissions as required	2 ,3	Y

Our Vision

To be at the heart of our community where everyone has the opportunity to live a whole and productive life.

Mission Statement

Serving People, Building Hope, Honouring God.

Our Values

Out of Christian love and compassion we are driven by:

- Christlike Servanthood
- Unfailing Integrity
- Courageous Commitment





Applicant Information Sheet

THE HISTORY OF WESLEY MISSION

Wesley Mission has its origins in the first Methodist Church formed in Sydney in 1812. Originally established as the Central Methodist Mission, the organisation focused on social justice and evangelism for the poor and needy people of Sydney.

The Uniting Church was created in 1977 from a union of Methodist, Presbyterian and Congregational Churches. The Central Methodist Mission became the Wesley Central Mission (and subsequently Wesley Mission).

Wesley Mission provides services across Sydney. These services are available to all people and are not discriminatory or judgmental of any persons' beliefs or lifestyle.

The services offered by Wesley Mission cover many areas and are based in a worshipping congregation which provides pastoral services, worship, media outreach through television and radio, counselling and chaplaincies. With over 3000 staff the work of the Mission continues to grow at a significant and consistent rate.

EMPLOYMENT SELECTION CRITERIA

All applicants must address the selection criteria.

The selection panel will undertake an assessment process which will match the requirements of the position with the abilities, qualifications and experience.

The selection criteria, therefore, provides the basis of selection (on merit). The key selection criteria will generally be described as essential and desirable qualifications/experience and will be directly related to the job description.

The selection criteria are developed so as to be objectively measurable, non-discriminatory and available to all job applicants. Merit based selection forms part of this organisation's EEO program which assists with increased expertise and productivity, reduces staff turnover and maximises the size and quality applicant pools.

WESLEY MISSION FIVE POLICY POINTS

1. **Evangelism** – The Mission lives by evangelism. It seeks to reach the people of our community who are in need.
2. **Worship and Service** – The worship of God and the service of human need belong together. Today through more than 450 caring centres and services, the Mission ministers to the needs of Australia.
3. **Friendship and Care** – There is an endless need for friendship and caring for people in Australia today.
4. **Social Justice** – The Church, which ministers in providing welfare to the social needs of a community, must also be involved in social justice. We speak out on social, economic, political and environmental issues.
5. **Communication** – The Church uses every means of modern communication to reach the community. Just as Paul used the great highways of the Roman Empire to take the Gospel to all the known world, so we use the printed word, television and radio programmes, videos and the internet to take the message of the Gospel to as many people as possible throughout the world. Because we are a Christian Church, all staff are expected to speak and behave in accordance with Christian standards and set an example by joining in appropriate worship services and such devotional acts as a Centre may be conducting.

How to apply

Selection for Wesley Mission positions is based on merit. This means that the person whose skills, knowledge and experience best match the position requirements will be selected.

Your application must include a brief cover letter, a claim against the selection criteria for the position you are applying for, and a current resume. Your claim against the selection criteria is the most important part of your application. Make a separate heading for each criteria and describe your skills, knowledge and experience relevant to each point of the criteria.

Your application should include a brief description of any qualifications you may have relevant to the position. If you are successful in gaining an interview you will need to bring a copy of supporting documentation to the interview with you.

All applications must be submitted by email to wue.jobs@wesleymission.org.au by the closing date. Applications should be submitted in Microsoft Word, RTF or PDF format.

Statements on your application found to be deliberately misleading could make you, if employed, liable to dismissal.

Equality of Employment Opportunity and Selection on Merit are Wesley Mission Policy.

The Interview and Selection Process

After assessing applications, the selection committee will choose those applicants who best meet the selection criteria for further assessment. The selection committee may use a number of methods to assess your ability to do the job including: interview questions and referee and records checks.

Referee Check

At the interview, you will be asked to provide the name and contact details of two recent referees, a current or recent supervisor(s) and/or a current or recent colleague(s). Referees are asked to provide information on your work behaviour and performance and can be asked to verify or comment on claims made by you.

Criminal Records Check

With respect to some positions a criminal record check may be carried out on applicants identified suitable within various roles. If a criminal records check is to be done, you will be asked to provide your date and place of birth. A criminal records check does not necessarily disqualify you from selection. If the criminal records check results in rejection of your selection, you will be given the opportunity to discuss the matter before a final decision is made.

Working with Children Check

When applying for a position in child-related employment a Working with Children Check will also be undertaken. This is a formal process of checks to help determine your suitability to work with children or have unsupervised access to children in your work. The check takes into account relevant criminal records, relevant apprehended violence orders and relevant completed disciplinary proceedings. It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for a child-related position. Information on the Working with Children Check is located at <http://www.kids.nsw.gov.au/check>.

Permanent Appointment

To be permanently appointed within Wesley Mission you need to:

- Be an Australian citizen or have the status of permanent residence in Australia. If you do not fit this category, you are only eligible for appointment to temporary vacancies;
- Provide proof of identity.

Further Information

To find out more about Wesley Mission and Wesley Uniting Employment please visit our websites at www.wesleymission.org.au and www.wue.com.au.

All personal information being collected will be dealt with in accordance with the Privacy and Personal Information Protection Act 1998.