

Mission: Concern Australia works in partnership with young people and children, creating opportunities for them to enjoy full and meaningful lives.

Vision: An Australia where young people and children have HOPE for a successful and positive life.

Values: Faith ♦ Integrity ♦ Respect ♦ Belonging.

POSITION TITLE:	Business Development Administrator
AWARD CLASSIFICATION:	Band/Level: 3.1 – 3.4 MA0000100 0.6 FTE plus super and salary packaging Salary Range: \$55,000 - \$59,000
DEPARTMENT:	Hand Brake Turn/Communication & Relationship Unit
DATE APPROVED:	2 nd July 2018
LOCATION	NW Office – Braybrook
APPROVED BY	CEO

Concern Australia is a dynamic not-for-profit Christian organisation which finds its roots in the work of Rev Dr John Smith who also founded the God's Squad Christian Motorcycle Club in the 1970s.

Today we work with young people and children 5-21 years, creating opportunities for them to enjoy full and meaningful lives. Late 2016 we launched 2020VISION, our new Strategic Plan and we are working to realise 4 shared goals to be

PEOPLE-CENTRED ♦ LEADER ♦ PARTNER ♦ STEWARD

Our work focusses on the innovation, development and delivery of responses in the areas of Education; Housing & Homelessness; and Justice. Each year we connect 30,000 vulnerable young people across Australia through the following activities:

Education

- Values for Life – seminars within primary and secondary schools to 25,000 students, parents and teachers across Australia.
- LiveWires – an after school care and holiday programs for 80 school aged children and support to 40 families living in the Collingwood housing estate.
- Hand Brake Turn – pre vocational automotive training to 80 trainees per year

Housing & Homelessness

- InsideOut – the provision of Out-Of-Home-Care in partnership with the Victorian Government's Department of Health and Human Services through the Enhanced Lead Tenant Program offered to young people living in 17 properties across metropolitan Melbourne.
- STEPS Outreach Service – support to over 500 homeless young people from the steps of Flinders Street station.

Justice

- Chaplaincy and support services for young people at the Malmsbury Youth Justice Centre.

ORGANISATIONAL RELATIONSHIPS

REPORTS TO:	Program Manager – Hand Brake Turn
SUPERVISES:	NIL
TRAVEL:	Travel is required across Concern Australia offices
INTERNAL LIAISONS:	Communication and Relationship Manager Executive, Program Managers, Hand Brake Turn Workshop Coordinators and Colleagues
EXTERNAL LIAISONS:	<ul style="list-style-type: none"> Schools – Principals, Teachers, Administration, Parents and Students Local Businesses and Industry Groups
Financial Authority	Nil
Decision Making Authority	<ul style="list-style-type: none"> To execute assigned tasks against the program plan Oversee day to day operations at location

Established in the mid 1990's, Hand Brake Turn provides a pre-vocational experience for young people within a professional automotive setting. Based in Braybrook and Dandenong, in addition to technical training, Hand Brake Turn provides an opportunity for young people to develop life skills. Vocational counselling is provided to young people at risk of disengaging from mainstream activities, particularly education and employment.

POSITION OBJECTIVES

- Act as primary point of contact for all Hand Brake Turn enquiries
- Raise the profile of and promote Hand Brake Turn
- Ensure all administration aspects of Hand Brake Turn run smoothly and professionally
- Provide administrative support for the Program Manager and Workshop Coordinators
- Provide a high quality service and oversee all aspects of the administration of donated vehicles and their re-sale or gifting to community members

KEY RESPONSIBILITY AND DUTIES

- High quality customer service to internal staff and external stakeholders through email, management of phone calls and dissemination of information
- Support stakeholder engagement within the HBT networks
- Administrative support for the Program Manager and Workshop Coordinators
- Work with Program Manager to promote Hand Brake Turn and upcoming courses
- Oversee all aspects of student administration (enquiries, prospective student listing, information dissemination, interviews, receipt of enrolments, student photo, student interview and individual file management)
- Maintain course and student records including attendance (paper and soft copy)
- Enter course and student records in relevant databases
- Maintain student workbooks and attendance sheets
- Oversee all aspects of Graduation ceremonies
- Oversee course surveys and maintain records of results
- Maintain volunteer roster, including recording of attendance
- Support the development of marketing materials and information promoting Hand Brake Turn
- Oversee the provision of program staff and student amenities and office supplies management
- Timely and accurate management of records including oversight of filing systems and database management

- Maintain program records relating to risk assessments, occupational health & safety and support the Program Manager and Workshop Coordinators involvement in organisational committees
- Ensure all first aid kits are maintained
- Projects as directed
- Office and Kitchen area must always be kept tidy to provide a professional and welcoming space for students, staff and stakeholders
- Ensure Hand Brake Turn student workbooks are printed, bound and ready for next Class

INTERPERSONAL SKILLS

- Friendly, positive and proactive approach
- Initiative and the ability to 'make things happen'
- Reliability and discretion: you will often learn of confidential matters
- Adaptability
- Communication, presentation, negotiation and relationship-building skills
- Organisational skills
- IT skills
- Problem solving skills
- Good discernment skills

QUALIFICATIONS AND EXPERIENCE

- Completion of a qualification and/or relevant experience in Business Administration duties (minimum 5 years' experience)
- Excellent communication skills including public speaking
- Highly competent in Microsoft Office applications

KEY SELECTION CRITERIA**Essential -**

1. Demonstrated commitment in line with Concern Australia's Values
2. 5 years' experience in similar role
3. Demonstrated experience in working with all levels of management and external stakeholders
4. Working knowledge of Microsoft Office applications
5. Demonstrated experience in being an efficient problem solver and a well organised coordinator

Desirable

1. Knowledge of the education and/or employment sectors including LLENs, Learn Local Providers, RTOs and TAFE
2. Qualifications in Business Administration