

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.

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| POSITION TITLE: | Administrative Assistant |
| AWARD CLASSIFICATION: | Band/Level: 2.1 Award: Educational Services (Post-Secondary Education) Award MA000075 |
| DEPARTMENT: | Business Operations Unit |
| DATE APPROVED: | 27 th February 2019 |
| 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

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|---------------------------|--|
| REPORTS TO: | General Manager – Business Operations |
| SUPERVISES: | - |
| INTERNAL LIAISONS: | Executive, Program Managers, Staff, Volunteers |
| EXTERNAL LIAISONS: | External stakeholders |

POSITION OBJECTIVES

- Provide administrative support to Concern Australia’s head office

KEY RESPONSIBILITY AND DUTIES

- Answering and directing phone calls to relevant staff
- Database Administration
- Administration support for Executive Team
- Scheduling meetings and appointments
- Ordering and taking stock of office supplies
- Being a point of contact for a range of staff and external stakeholders
- Processing and directing mail and incoming packages or deliveries
- Greeting visitors
- Finding ways to improve administrative processes
- General archiving and filing
- Events support
- Ensuring the office is safe, clean and well-functioning workspace

INTERPERSONAL SKILLS

- Strong communication skills
- Flexibility to adjust and adapt to changing work demands and routines whilst meeting commitments and timelines

QUALIFICATIONS AND EXPERIENCE

- Completion or studying Certificate II or III in Business Administration
- Proficiency in MS Office, Excel and Powerpoint
- Database Administration

KEY SELECTION CRITERIA

1. Working knowledge of Microsoft Office applications
2. Demonstrated experience in being efficient
3. Demonstrated commitment in line with Concern Australia’s values

CHILD SAFETY COMMITMENT

Concern Australia is committed to providing child safe and protected environments in all its activities and programs and has a zero tolerance approach to child abuse or exploitations. Contact and working with children is a critical responsibility. Children have the right to be safe and protected. All employees are required to have a valid working with Children Check and a National Police Check.