

Illawarra Aboriginal Corporation

Information Pack – NCAP Admin Assistant Nowra (Part Time)



Position:

This application package includes information about the Illawarra Aboriginal Corporation, the relevant program and the employment position. Please ensure that you read the position description and the selection criteria.

Required Documents:

Applications **must** include the following, without these documents your application will not be considered

- A **cover letter**
- An up to date **resume/CV** including a list of referees (preferably including one from your most recent employer)
- Detailed response to the **Selection Criteria** outlining how you are able to demonstrate you meet the criteria for the position. This can form part of your covering letter
- A copy of your **Confirmation of Aboriginality** (if listed an essential criteria)

Closing Date: 10am Friday 22nd February 2019

Applications sent via email to IAC employees or to other addresses will not be considered

By email (preferred) jobs@iac.org.au	By Post Illawarra Aboriginal Corporation Attn: Warrigal Manager PO Box 5457, Wollongong NSW 2520	By Hand Illawarra Aboriginal Corporation 102 Auburn Street Wollongong NSW 2500
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Position Details:

Term	Part-Time 15.2 hours per week - Fixed Term until 30 June 2019
Location	Nowra
Award	Labour Market Assistance Industry Award Administrative Officer Pay Point 1
Pay	\$24.68 per hour Hourly Rate plus superannuation
Designated Position	<i>This position is an Aboriginal Identified position authorised under S14 of the NSW Anti Discrimination Act 1977</i>

Selection Criteria:

A detailed response to the below selection criteria should be included with your application

1. Demonstrate experience in a similar administration or office support position
2. Detail your strong understanding and proven ability to engage with and work within the local Aboriginal Community
3. Provide examples of excellent interpersonal skills including experience working with people at all levels of an organisation
4. Details of strong computer skills including database entry, word processing and Microsoft Office suite of programs
5. Demonstrate a proactive and adaptable work ethic, with ability to juggle multiple projects and conflicting deadlines
6. Demonstrate your understanding of Work Health & Safety obligations

Overview

The Illawarra Aboriginal Corporation (IAC) was formed in 1980 for the purpose of achieving excellence in providing advocacy and culturally appropriate services to meet the social, cultural and economic needs of Aboriginal and Torres Strait Islander people in the Illawarra Region.

Warrigal Employment is IAC's Aboriginal Employment, Training and Community Support unit aiming to improve the lives of Aboriginal people through training, employment, community involvement and community development. Warrigal Employment aims to

- 'Close the Gap' between the rates of Indigenous and non Indigenous Employment
- Support Indigenous people to achieve their employment aspirations
- Provide Culturally appropriate programs to service the needs of the Local Indigenous Community

The New Careers for Aboriginal People (NCAP) is a NSW program aiming to increase the participation of Aboriginal people in the labour market by identifying, creating and supporting opportunities for sustainable education, training and employment. The NCAP program is active in the Illawarra and Shoalhaven region.

Position Purpose

The Administration Assistant is responsible for coordinating and providing effective and efficient administration support to Employment (NCAP) programs as well as providing friendly, courteous professional reception services to enquiries the IAC receive via telephone and in person. The Administration Assistant will provide support for Warrigal Employment from the IAC office in Nowra and general reception services for the IAC Nowra.

Key Accountabilities & Responsibilities

- Confidentiality and privacy is of paramount importance due to the information the position will be party to.
- Answer incoming calls for IAC & Warrigal Employment and face to face enquiries in a polite and professional manner directing the enquiry to the relevant person. Handle less complex issues including providing general information about programs and services.
- Take messages for staff when absent or busy ensuring all relevant information is obtained and checked including but not limited to name of caller, organisation, purpose of call and their contact number.
- Work with Manager, NCAP Officer and other administration staff to establish procedures and ensure that the general administration of the IAC Warrigal Employment NCAP Shoalhaven contract is effective and efficient.
- Provide general administrative support to Employment (NCAP) and Warrigal Employment team. Support services include but are not limited to preparation of documents, report preparation, photocopying, filing, data entry and general assistance when urgent matters arise
- Provide high quality administrative support to Manager Warrigal Employment and general admin assistance to the NCAP Officer Shoalhaven
- Research and recommending methods to improve knowledge and awareness of NCAP
- Ensure administration relating to the NCAP Shoalhaven contract is up to date including candidate, employer and training provider files. Keep computer system and paper files up to date and ensure documents are filed in correct chronological order
- Assist with general administration of other parts of IAC as required and directed by other managers
- Maintain and develop appropriate office systems including mail registers, filing systems
- Collect of mail from the Post Office on a regular basis.
- Ensure mail is date stamped upon receipt. Deliver mail and faxes to the appropriate person ensuring documentation is in a safe place and confidential information is not openly visible.
- Record outgoing mail details on register (when information on contents is available) in the shared register Ensure outgoing mail is posted at the end of each day.
- Assist with the arrangement of meetings and events. Book meeting room or appropriate venues, organise catering as required.
- Compile requests for office supplies placing orders, sourcing items as required.
- Ensure that the office reception area is kept clean and tidy with a high level of presentation at all times.
- Coordinate the maintenance and repair of office equipment working to ensure optimum service and price is achievable.

- Contribute along with all staff to ensuring that the kitchen areas are clean and tidy at all times.
- Notify the Manager of any concerns, identified conflicts of interest, or other contentious issues that may impact upon Clients or the IAC as soon as possible.
- Develop and maintain good working relationship with IAC team members and other external stakeholders that are in frequent contact with the organisation.
- Maintain a current and full understanding of Confidentiality Policies and Procedure.
- Participate in organisational events, training and development and strategic planning activities.
- Positive promotion of IAC at all times especially when in public forums, liaising with clients or other outside personnel.
- Comply with all IAC policies and procedures and statutory obligations as amended from time to time.
- Comply with all workplace health and safety and equal employment opportunity initiatives to contribute to a safe, healthy, equitable and ethical workplace.
- Carry out other duties as may be directed by management that are within your competency or training.
- Work in accordance with lawful and reasonable management directions.

Relationships

Internal	
Team Leader & Manager	Daily to share information and provide regular updates on issues and to receive guidance on related issues Provide information, advice and contribute to decision making Identify emerging issues/risks and their implications and propose solutions
Team members and other internal stakeholders	Daily to share information as appropriate and receive and provide advice on related issues Consult and collaborate to ensure administration standards are met, develop solutions and strategies to meet deadlines and develop solutions
External	
Clients, Agencies, Organisations & other Stakeholders	Provide professional assistance when possible, provide information when appropriate or pass on queries to other IAC staff when required. Assist with queries and build professional business relationships

Key Performance Indicators

- Administration of Employment programs and the Reception runs smoothly and efficiently at all times
- IAC Nowra reception and general office space is clean, tidy and professionally presented
- Professional, courteous greeting of clients ensuring professional first impressions via telephone and in person
- Take responsibility for and manage assigned tasks and projects ensuring completion within required timeframes
- Immediately report all incidents or concerns subject to mandatory reporting requirements. Complete required paperwork as soon as possible
- Attend required meetings, scheduled training and development events.
- Obtain consistently positive feedback from IAC peers and Managers, clients and external stakeholders.

Qualifications & Skills

Essential

- Demonstrated experience in a similar administration or office support position
- Strong understanding and proven ability to engage with and work within the local Aboriginal Community
- Excellent interpersonal skills including experience working with people at all levels of an organisation
- Strong computer skills including database entry, word processing and Microsoft Office suite of programs
- Proactive and adaptable work ethic, with ability to juggle multiple projects and issues with conflicting deadlines
- Understanding of Work Health & Safety obligations

Desired

- Knowledge of Employment Services or related industry
- Qualifications in Business Administration, Community Services or related field
- Current First Aid Certificate
- Working knowledge of the Children and Young Persons (Care and Protection) Act 1998 and the Children and Young Persons (Care and Protection) Regulation 2000

Mandatory Requirements

- Confirmation of Aboriginality (to be provided with your application)
- Current unencumbered NSW Driver's Licence
- Current Working with Children Check for paid employment
- Current National Criminal History Police Check

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