



MERCY WORKS INC.

An agency of the Institute of Sisters of Mercy of Australia

Office Administration Assistant Role Description

2009

www.mercyworks.org.au

ROLE SPECIFICATIONS

TITLE	Office Administration Assistant
LOCATION	1 Thomas Street, Lewisham
CLASSIFICATION	Clerical Award - Grade 4
REPORTS TO	Executive Officer

EDUCATION/QUALIFICATIONS/TRAINING

- Office Administration

EXPERIENCE

- An understanding of Mercy values and heritage.
- Working in an office administration environment.
- Ability to understand and or learn the needs of those working in 'Development'

SKILLS/ABILITIES

- Oral and written communication skills
- Using organisation's software and hardware including the management of data base
- High level of skills in Microsoft Office
- Editing skills
- Report writing
- Self organisation skills
- Manual and electronic filing Skills
- Negotiation skills
- Ability to identify and prioritise steps needed for task completion, anticipating needs, meeting deadlines and completion of tasks as required.
- Demonstrated knowledge of the policies and key stakeholders of Mercy Works Inc.
- Ability to work unsupervised whilst remaining a key team player.
- Understanding financial reports and budgeting
- Current driving licence required

ROLE AREAS

1. Respecting Mercy Mission and Values
2. Being aware of and understanding the strategic and annual plans
3. Service Improvement of Mercy Work Inc
4. Ensuring effective Communication with Internal/External Service Partners
5. Assisting EO in Processing Requests for Service
6. Providing support for the Appraisal of the Proposals
7. Support for the Management of off Shore Programs:
8. Records Management and Information Management & Technology
9. Gathering Information for marketing and reporting materials
10. Assisting with the development of annual budget
11. Processing Donations
12. Support for the Management of on Shore Programs
13. Marketing Support
14. Administration Support
15. Hospitality Management
16. Maintaining and Ordering Supplies
17. Maintaining Membership Register in consultation with MWI Secretary
18. Communication & Decision Making
19. Human Resource Management
20. Document Preparation
21. Providing Assistance to the Board & Board Committees
22. Coordinating and planning AGM
23. Developing Self Professionally

WORKING HOURS

- Full time – 37.5 hours per week
- Some travel maybe required

ROLE AREAS	PRECISE BEHAVIOURS	SIGNS OF SUCCESS/ PERFORMANCE INDICATORS
1. Modelling Mercy Mission and Values	<ol style="list-style-type: none"> 1. Having knowledge of the founder, the Institute of the Sisters of Mercy Australia and establishing relationships with current members of the Institute Plenary Council (IPC) 2. Understanding the Mercy Works Inc Mission and Values and their expectations/implications for the organisation. 3. Understanding and supporting the purpose of Mercy Works 4. Ensuring all decisions are based on the organisation’s Mission and Values 5. Modelling the Values - Code of conduct. 	<ul style="list-style-type: none"> • Positive feedback is received on style of interaction and operation • Evidence of participation in the planning and implementation of Annual Plans
2. Being aware of and understanding the strategic and annual plans	<ol style="list-style-type: none"> 1. Participating in Mercy Works Inc information sessions on strategic and annual plans 2. Participating in generating strategies and establishing Operational Targets to achieve strategic priorities for the Annual Plan 3. Support in Negotiating the resources to achieve identified goals for the Projects 4. Participating in implementing strategies and monitoring their progress 	<ul style="list-style-type: none"> • Annual Plans exist and link with the budget process • Feeding into the strategic and annual planning cycles as required • The work of the Projects is aligned with the Vision and Mission of Mercy Works Inc
3. Service Improvement of Mercy Work Inc	<ol style="list-style-type: none"> 1. Participating in Team meetings, identifying areas for improvement 2. Assisting in the development and documentation of procedures for Mercy Works Inc 3. Problem solving with team the areas for improvement 4. Identifying risk factors within Mercy Works Inc 	<ul style="list-style-type: none"> • Statistical data is gathered and collated • Regular meetings are held with EO. • Policies and procedures exist and are reviewed • Areas for improvement are identified, documented and addressed •
4. Ensuring effective Communication with Internal/External Service Partners	<ol style="list-style-type: none"> 1. Maintaining effective communication and decision making system with the E.O of Mercy Works Inc 2. Establishing and maintaining an effective network of contacts 3. Promoting the service internally and externally 	<ul style="list-style-type: none"> • Positive Feedback from service partners including the Institute Plenary Council members

ROLE AREAS	PRECISE BEHAVIOURS	SIGNS OF SUCCESS/ PERFORMANCE INDICATORS
5. Assisting EO in Processing Requests for Service	<ol style="list-style-type: none"> 1. Receiving a request for funding 2. Checking that the request fits within the mandate of Mercy Works Inc 3. Informing successful and unsuccessful applicants of outcome of the request for funding 	<ul style="list-style-type: none"> • Documentation of assessment available
6. Providing support for the Appraisal of the Proposals	<ol style="list-style-type: none"> 1. Preparing the materials for the submission of the application, appraisal and resource requirements to the Program Committee 2. Informing applicant of the outcome of their request for funding 	<ul style="list-style-type: none"> • Evidence of documented priorities
7. Support for the Management of off Shore Programs:	<ol style="list-style-type: none"> 1. Supporting the recruitment processes 2. Providing support for the development and monitoring of project plans 3. Support with the development and monitoring of budgets 4. Providing administration support to the off shore program managers 5. Booking, coordinating and communicating travel itineraries 	<ul style="list-style-type: none"> • Resources available to perform role
8. Records Management and Information Management & Technology	<ol style="list-style-type: none"> 1. Maintain the records management system (i.e. filing, archiving, backup), including the management of the data bases. 2. Implementing and maintaining the records management system for donations 3. Maintaining electronic and manual files 4. Maintaining project folders and archives 5. Ensuring the database is maintained 6. Maintaining general files as required. 7. Organising and coordinating technicians as required, in consultation with Institute administration and EO 	<ul style="list-style-type: none"> • Updated electronic record available as directed by EO

ROLE AREAS	PRECISE BEHAVIOURS	SIGNS OF SUCCESS/ PERFORMANCE INDICATORS
9. Gathering Information for marketing and reporting materials	<ol style="list-style-type: none"> 1. Communicating with Project Managers and field workers to gather the relevant information. 2. Gathering and preparing information for communication, newsletters, Reports and Marketing for presentation to E.O 3. Preparing reports on Projects to E.O for presentation to the standing committees of the Board 4. Preparing with E.O materials / documentation for Dept of Fair Trading and ACFID 5. Preparing MWI insurance materials for presentation to E.O approval 	<ul style="list-style-type: none"> • Documentation is up to date • Materials are despatched in a timely manner to ensure compliance • Insurance materials are prepared and processed.
10. Assisting in the development of annual budgets	<ol style="list-style-type: none"> 1. Supporting the E.O and Finance Committee in the development of the Program Budgets 2. Preparing budget reports for Board and Standing Committees 3. Assisting with the disbursement of approved funds 	<ul style="list-style-type: none"> • Support is provided to relevant bodies • Financial Reports available • Audit trail of disbursements is available
11. Processing Donations	<ol style="list-style-type: none"> 1. Processing the receiving and receipting of donations via the database 2. Preparing bank deposit and MYOB statements for bookkeeper 3. Maintaining records of donations 4. Mailing receipt of donation to donor 5. Providing information/reports on donations to EO 	<ul style="list-style-type: none"> • Procedures efficient and documented • Donation records are up to date and accessible
12. Support for the Management of on Shore Programs,	<ol style="list-style-type: none"> 1. Providing administration support to the program manager as negotiated with EO 	<ul style="list-style-type: none"> • Positive feedback on support provided
13. Marketing Support	<ol style="list-style-type: none"> 1. Assisting with the development of marketing materials/publications and distribution 2. Assisting in marketing and promoting MWI 3. Ensuring communication with Members as required 	<ul style="list-style-type: none"> • Existence of marketing materials and publications. • Newsletter is produced. • Relevant promotional materials are distributed.

ROLE AREAS	PRECISE BEHAVIOURS	SIGNS OF SUCCESS/ PERFORMANCE INDICATORS
14. Administration Support	<ol style="list-style-type: none"> 1. Organising postage and mail handling 2. Assembling and distributing materials as required 3. Developing and maintaining contact and distribution lists 4. Performing tasks as delegated by EO and Board chair as required 5. Managing and processing MWI petty cash 6. Making and receiving phone calls as required 7. Ensuring messages are recorded and distributed 	<ul style="list-style-type: none"> • Procedures are in place and documented • Positive feedback from EO regarding access to information
15. Hospitality Management	<ol style="list-style-type: none"> 1. Organising venues and catering for meetings 2. Booking accommodation and travel as required 3. Receiving and escorting guests/visitors 4. Ensuring visitors to MWI complete the sign in book 	<ul style="list-style-type: none"> • Positive feedback on the organization of the meetings, accommodation and travel and hospitality.
16. Maintaining and Ordering Supplies	<ol style="list-style-type: none"> 1. Developing inventories of stocks and imprest levels of stationery and promotional/support materials 2. Ordering stock/supplies as required 3. Ensuring invoices are processed 	<ul style="list-style-type: none"> • Inventory lists are in place • Supplies available as required • Financial records accurate and available
17. Maintaining Membership Register in consultation with MWI Secretary	<ol style="list-style-type: none"> 1. Preparing mail out of MWI Membership Renewal Forms 2. Processing the receiving and receipting of membership renewals via the data base 3. Maintaining records of Membership including new members 4. Mailing receipt of membership renewal to Members 5. Processing requests for membership and presenting names to Board for approval 	<ul style="list-style-type: none"> • Procedures are efficient and documented • Member records are up today and accessible.
18. Communication & Decision Making	<ol style="list-style-type: none"> 1. Participating in the implementation and monitoring of communication and decision making system of Mercy Works 	<ul style="list-style-type: none"> • Attendance at team meetings • Relevant follow up.
19. Assisting with Human Resource Management	<ol style="list-style-type: none"> 1. Assisting in implementing the Induction process for MWI staff/volunteers 2. Assisting in maintaining staff records 	<ul style="list-style-type: none"> • Staff records up to date and accessible

ROLE AREAS	PRECISE BEHAVIOURS	SIGNS OF SUCCESS/ PERFORMANCE INDICATORS
20. Assisting with Document Preparation	<ol style="list-style-type: none"> 1. Being aware of the ACFID compliance regulations including DGR requirements as specified by AusAID for the ATO 2. Assisting with the preparation and submission of materials/documentation required by Department of Fair Trading and ACFID 3. Assisting with the preparation and processing of MWI insurance requirements from the Policies 	<ul style="list-style-type: none"> • ACFID compliance requirements including DGR requirements are known • Files are up to date and documentation are accessible • Materials despatched in a timely manner to ensure compliance • Insurance materials are prepared and processed
21. Providing Assistance to the Board & Board Committees	<ol style="list-style-type: none"> 1. Maintaining the Board calendar of meetings and events as set by the Board 2. Booking venues 3. Organising hospitality/catering 4. Collating, assembling and filing Board and Board committee papers 5. Preparing materials for the orientation of new board members 6. Assisting the Board Chair/Board Members as required 7. Submitting board expense claims to the Finance Office for reimbursements 	<ul style="list-style-type: none"> • Positive feedback from Board regarding the support provided
22. Coordinating and planning AGM	<ol style="list-style-type: none"> 1. Implementing the Constitutional requirements in relation to the AGM as per AGM checklist 2. Maintaining the AGM calendar as set by the Board 3. Notifying members of MWI of AGM including nominations/proxy forms 4. Receiving notification of nominations/ proxy votes/attendances 5. Informing the Board Chair of nominations received 6. Planning and implementing election processes 7. Assembling and distributing materials/documents for the AGM 8. Organising the venue and catering 9. Maintaining the records/ documentation of the AGM 10. Providing annual reports of AGM and audit to legislative bodies as required 	<ul style="list-style-type: none"> • Members are informed of AGM and relevant materials are distributed, • Positive feedback on the organization of the AGM

ROLE AREAS	PRECISE BEHAVIOURS	SIGNS OF SUCCESS/ PERFORMANCE INDICATORS
23. Developing Self Professionally	<ol style="list-style-type: none"> 1. Negotiating Role Description with EO which includes operational targets and strategic priorities. 2. Participating in an Annual Performance Review with EO 3. Identifying self development opportunities 	<ul style="list-style-type: none"> • A current Role Description exists • Performance Review documentation exists • A self improvement plan is documented

Staff Signature:	Date:
------------------	-------

Executive Officer Signature:	Date:
------------------------------	-------