

ADRA Australia

National Programs Assistant

Commitment: Full-time

Location: WAHROONGA, Sydney



About the role

ADRA Australia is seeking an experienced and organised Programs Assistant who will enjoy the opportunity to use their superior administrative skills to work with and support the National Programs team. In this role you will provide support through the facilitation of established administrative processes within the Agency and will also assist with strategic plan implementation for programmatic matters.

While the role does require provision of general clerical duties and administrative services, it will be in the management of databases and information systems where you as the successful applicant will shine. As the National Programs Assistant, you will be able to work autonomously and efficiently to ensure deadlines are met and reports submitted on time with data integrity being paramount. You will work with a number of stakeholders including church conference and local management committees, programs personnel, donors and volunteers.

As the successful applicant you are a servant-leader who is passionate about ADRA's purpose, "to serve humanity so all may live as God intended" and are committed to meeting the challenges of this diverse role with enthusiasm, collaboration, and teamwork.

You must have the legal right to live and work in Australia at time of application.

The Job Description for the role and the Employment Application Form are included at the end of this document.

About ADRA Australia

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into more than 118 countries, we are motivated by our faith, to enable people and communities in Australia, New Zealand, the South Pacific, Asia and Africa to improve their health and livelihoods and assist people to prepare for and recover from disasters around the world.

ADRA Australia holds full accreditation with the Australian Government Department of Foreign Affairs and Trade (DFAT) and is a member of the Australian Council for International Development (ACFID) and the Australian Council for Social Services (ACOSS).

Our Values - We conduct our work by being:

Connected - working collaboratively for the best outcome for those living in poverty or distress.

Courageous - persevering through challenging situations.

Compassionate – empathising with the communities we work with and with each other.

About the National Programs Teams

The National Programs Assistant is appointed by ADRA Australia ADCOM and reports to the National Programs Director.

The National Programs team works collaboratively with the following ADRA Australia teams:

- Emergency Management
- Finance/IT
- International Programs
- People and Culture
- Supporter Engagement

Selection Criteria

Essential

1. Commitment to the purpose of ADRA, and to the achievement of our overall strategy and priorities with demonstration of our ADRA values and desired team culture lived out in all aspects of work practice.
2. Willingness to work within a Christian ethos with conduct that is respectful of the beliefs and practices of the Seventh-day Adventist Church when in the workplace or otherwise representing ADRA Australia.
3. A related diploma/degree with at least two years' experience in business administration and/or related experience.
4. **Attention to Detail** - Demonstrated ability to accurately manage and maintain records, documents, and processes, ensuring compliance with company policies and legal standards.
5. **Communication Skills** - Strong verbal and written communication skills, with experience in effectively interacting with to both professional staff and volunteers of various backgrounds and ages;
6. Demonstrated ability to work well in a team, facilitate administrative processes.
7. **Organizational Skills** - Proven ability to prioritize tasks, manage multiple responsibilities, and maintain an organized workflow in a fast-paced environment.
8. Demonstrated capacity to support research activities and advocacy activities.
9. **Confidentiality and Integrity** - A high level of discretion and integrity, with experience in handling sensitive information while maintaining confidentiality.
10. **Technical Proficiency** - Proficient in in data management in various software programs such as Salesforce and Microsoft Office, with the ability to quickly learn and adapt to new systems and technologies.

Desirable

1. Proven ability to contribute to the continuous improvement of processes and procedures that are fit-for-purpose, and compliance with overarching protocols.
2. Experience in working in the not for profit/NGO area.

Key Competencies

- **Working with People**
Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight.
- **Relating and Networking**
Establishes good relationships with colleagues; Builds wide and effective networks of contacts inside and outside the organisation; Relates well to people at all levels; Uses humour appropriately to enhance relationships with others.

- **Delivering Results & Meeting Individual Expectations**

Focuses on Individual needs and satisfaction; Sets high standards for quality and quantity; Monitors and maintains quality and productivity; Works in a systematic, methodical and orderly way; Consistently achieves project goals.

- **Following Instructions & Procedures**

Appropriately follows instructions from others without unnecessarily challenging authority; Follows procedures and policies; Keeps to schedules; Arrives punctually for work and meetings; Demonstrates commitment to the organisation; Complies with legal obligations and safety requirements of the role

Other Requirements

- At the time of application, the successful applicant will already have the legal right to live and work in Australia.
- Commitment to abide by the ADRA Australia Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia takes the prevention of sexual misconduct, harassment and child safeguarding seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years, and for the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances a statutory declaration outlining efforts made to obtain a foreign police check, and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether or not they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia or overseas. This is included in the Job Application Form.
- The names of all applicants who are interviewed will be screened against a database/s of persons representing a heightened risk including the Adsafe* database.

How to Apply

To apply, candidates should address the selection criteria in their application letter providing examples of past experiences and qualifications. There is no closing date, however we will be interviewing suitable candidates as they apply. Please forward your application letter, resume and the Employment Application form found at the end of this document, along with the names of three work related referees to: HR@adra.org.au

If you have questions or need further information, please contact:

Gianina Coutts – Human Resources Coordinator for ADRA Australia,
Phone +61 2 9473 9525 or email: HR@adra.org.au

ADRA Australia is an inclusive and Equal Employment Opportunity (EEO) employer.

The appointing body reserves the right to fill this position at its discretion and to close applications early.

See Job Description and Employment application forms following.



Position Title:	Programs Assistant
Department:	National Programs
Reports To:	National Programs Director
Team Supervision:	N/A

Full / Part Time:	Full Time
Revised Date:	August 2024

Purpose of Position: A basic statement that describes the intent of the position.

The Programs Assistant provides administrative support to the National programs team.

Behavioural Expectations: Our code of Conduct - How we do things in our organisation that underpins our values.

Compliance with ADRA Australia's Code of Conduct including Work Health and Safety.

Key Competencies: The competencies, qualifications, skills and experience the person needs to do the role successfully.

2+ years experience in business administration and/or relevant service/experience.

Proficiency in Microsoft Office suite.

A passion for serving others.

Capacity to master IT systems and software programs such as Salesforce

Ability to work well in a team, facilitate administrative processes and relate well to both professional staff and volunteers of various backgrounds and ages.

Capacity to support research and advocacy activities.

ADRA Competency Framework: 2.1 Working with People, 3.1 Relating & Networking, 6.2 Delivering Results & Meeting Individual Expectations, 6.3 Following instructions & Procedures

Key Responsibilities: The things that the person needs to be responsible for to successfully fulfil the obligations of this position.

Area of Responsibility Groupings or areas of responsibility	Actions / Tasks / Objectives What has to get done in this area	Measures of Success / KPI's How job performance will be measured
National Programs Support	- Process online volunteer registrations and assist with onboarding processing where required and where tasks are allocated. - Support & facilitate training of selected NP staff/volunteers on Salesforce & assist with troubleshooting. - Facilitate training and support to volunteers, CADs and NP staff. - Assist CADs with annual reporting on Salesforce (connecting users, training CADs etc.). - Assist with management and maintenance of Salesforce data. - Be the email focal point for National Programs - Support National programs staff with design tasks - Safety Navigator data integrity and training as needed. - Assist with development of NP monthly and yearly activities/deadlines - Assist the NP team with advocacy and research activities	- All volunteer onboarding tasks are responded to in a timely manner - Evident proficiency in Salesforce support/use/training/troubleshooting. - Effective support provided in use of Salesforce for WHS in all ADRA Activities. - High level support for event management eg. Conference ADRA Director meetings. - High level of satisfaction by National Programs team on support provided - All new email user forms processed and details communicated out to user promptly.

	• Event Management coordination/facilitation. eg Conference ADRA Director Meetings. • Produce National Program Newsletter • Volunteer Support through support calls and recognition. • Social Media support as directed by Supporter Relations and National Program Director (NPD) • Distribute insurance documents/certificates when received • Submit stories/data for annual reporting and where required.	• Design tasks completed within timeframes given by National Programs Director (NPD) • Critical records are maintained and up to date. • Timely assistance with research and advocacy. • Complete and distribute of E-newsletter at least 3 times a year. • Regular support calls to managers and those with landmark years of service • Manage as Admin on all ADRA Social media pages.
General Administrative Responsibilities	• Provide administrative assistance to the NPD as required. • Assist with tracking of strategic plan goals and key deliverables according to the methodology used. • Support document creation and data filing on SharePoint <i>Note: Responsibilities may be added or removed after 3-monthly reviews and assessment of a balanced workload.</i>	• Timely support of meeting scheduling, management and minuting. • Active participation in strategic planning and scoreboard management. • SharePoint folder structure is in place and maintained as agreed with the team

Employee Signature:		Supervisor(s) Signature(s):		Date: / /
Print Employee Name:		Print Supervisor Name:		