

POSITION DESCRIPTION

POSITION DETAILS			
PD Number	PD008e		
POSITION TITLE:	BUSINESS SUPPORT OFFICER		
REPORTS TO:	Regional Care Manager		
DIRECT REPORTS:	0		
GRADE	2		
HOURS	35 hours per week		
BUSINESS UNIT/LOCATION	MCCI Office, Fyshwick		
ROLE PURPOSE	The Business Support Officer is an office allrounder providing administrative assistance and support to our front-line teams as directed. The role is responsible for the delivery of high quality customer service to both internal and external stakeholders.		
KPI's	Sustainability	Fleet and facilities are maintained as per schedules	100%
		Monies held at MCCI banked within 1 week of receipt	100%
	Community Reach	Enquiries and referrals followed up within 2 business days	100%
	Consumer Satisfaction & Impact	Consumers satisfaction with first point of contact	85%
	People & Culture:	Satisfaction with administration support	>85%
	Staff and volunteers have the tools and equipment they need	>90%	
Service Delivery & Quality	Record keeping is up to date and in line with legislation	100%	
	Office clean and tidy at all times	100%	

POSITION TASKS AND RESPONSIBILITIES

Sustainability

- Maintain communication with Business Support Officers in Illawarra to implement procedures for fleet and facilities management
- Assist with recording and banking of client payments

Community Reach

- Build and maintain positive and effective relationships with clients and service providers
- Support the community-based activities of MCCI, which may include assisting to organise and attending events, supporting transport of clients and support social groups logistics as required
- Support implementation under direction the administration and provision of taxi vouchers to clients referred to MCCI.
- Assist Marketing and Communications Officer with distribution of marketing material as required.

Consumer Satisfaction and Impact

- Respond to all incoming enquires in a prompt, courteous and professional manner
- Assist in the collection of consumer feedback
- Meet and greet clients and community groups on arrival into the office
- Support the effective coordination of MCCI meetings and events in the ACT

People and Culture

- Where required, provide administrative support to MCCI's People and Culture strategy to assist the ongoing engagement and wellbeing of MCCI staff and volunteers
- Ensure open, collaborative, and transparent working relationships with team members
- Provide administration support to Managers as required
- Ensure efficient communication is provided to all staff relating to changes to office operations
- Place orders for office consumables and equipment as required
- Attendance at regular staff & team meetings as required
- Maintaining a commitment to ongoing personal development and education

Service Delivery and Quality

- Maintain an up to date working knowledge of MCCI's services, products and activities
- Maintain a work environment that adheres to all health and safety policies and other relevant legislation and guidelines
- Attend and participate in relevant meetings and take minutes as required
- Assist with review and implementation of appropriate procedures and process improvements to ensure delivery of effective and efficient services
- Participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Role requirements

Values and Behaviours

- Diversity – We believe in and celebrate an inclusive and culturally diverse society
- Respect – We value the contributions of all people and uphold the dignity of others
- Integrity – We always act in an open, honest, ethical and courageous way
- Empowerment – We advocate and actively support others to realise their aspirations and goals

	<ul style="list-style-type: none"> • Collaboration – We work cooperatively with others who share our vision, values and purpose • Hope – We are inspired by the potential that change can bring to our community
Underlying characteristics	<ul style="list-style-type: none"> • Proactive, flexible and willing to undertake a wide range of tasks to support the team’s needs • Good time management and ability to cope with competing priorities and resources • Problem solving skills • Self-directed and autonomous, requiring minimal supervision. • Looks for ways to improve quality and demonstrates accuracy and thoroughness in work produced.
Experience Requirements	<ul style="list-style-type: none"> • Previous experience working in a culturally and linguistically diverse work force • Minimum 1 years’ experience in a similar Business Support, Administration or Client-facing / Customer Service role. • Experience in using a range of IT including Microsoft Office Suite, Databases • Demonstrated ability to be highly organised, effectively manage competing priorities, and to use own initiative and judgement • Demonstrated high level interpersonal, teamwork, oral and written communication skills • Experience in managing relationships with business suppliers and internal and external stakeholders • Relevant recent experience in the non-profit sector is desirable but not essential
Qualifications	<ul style="list-style-type: none"> • Qualifications in Business, Administration or other related area, or significant prior work experience
Licence/s & Checks	<ul style="list-style-type: none"> • Current Drivers Licence • Valid Police check • Eligibility to work in Australia • Valid Working with Vulnerable People Card • Provide First Aid Certificate • Willingness to obtain covid vaccinations

Employee Name			
Employee Signature		Date	
CEO & Co. Secretary Signature		Date	