

ADRA Australia and New Zealand

Programs Assistant

Commitment: Full-time – One year maximum term contract
with the possibility of an extension

Location: Wahroonga, Sydney



About the role

ADRA Australia and New Zealand 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 differing requirements of the International and National Programs teams.

This position provides support to the two Programs Directors through the facilitation of established administrative processes within the Agency's for their DFAT partnership and other Government Grants and private funding. The position will also assist with Agency accreditation and 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 the successful applicant will shine. Systems obviously include the Microsoft Office Suite and SharePoint, but also project databases, a work health and safety management system and volunteer support programs. Our programs assistant will be able to work autonomously and efficiently to ensure deadlines are met and reports submitted on time with data integrity being paramount.

The Programs Assistant works with a number of stakeholders including church conference and local committees of management, DFAT, partner offices, programs personnel, beneficiaries, donors and staff and in particular is responsible for providing operational support to the Directors to ensure efficiency of operations in their respective teams.

A copy of the Position Description for the role is included at the end of this document.

About ADRA Australia and New Zealand

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 124 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.

As part of the global ADRA Network, both ADRA Australia and ADRA New Zealand share the same purpose and as from 1 January 2021, an alliance between the two entities was formed with the transition to be rolled out over a two-year period. The Alliance is intended to make both organisations stronger, and as a result, have a greater reach and impact in the communities. Leveraging resources and minimising duplication of work in fulfilling this purpose is expected to increase efficiencies and organisational capacity.

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). ADRA New Zealand is fully accredited with the New Zealand Foreign Affairs and Trade and Council for International Development.

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 International and National Programs Teams

The Program Assistant is appointed by the ADRA Australia/New Zealand EXCOM and reports to the International Programs Director and the National Programs Director.

The International and National Programs teams work collaboratively with the following ADRA Australia and New Zealand teams:

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

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 practise.
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 relevant diploma or higher education degree with 3 years+ experience in business administration and/or project management and/or relevant service with a non-governmental organisation engaged in domestic or international programs.
4. Demonstrated capacity to master IT systems and software programs such as Salesforce and the Microsoft Office suite including SharePoint.
5. Demonstrated ability to work well in a team, facilitate administrative processes and relate well to both professional staff and volunteers of various backgrounds and ages.
6. Demonstrated capacity to support research and advocacy activities.
7. Ability to handle data accurately and with confidentiality.
8. Proven and demonstrated organisational and time management skills.

Desirable

1. Experience in working in the not for profit/NGO area.
2. Ability to organise and facilitate events and conferences.
3. Proven ability to contribute to the continuous improvement of processes and procedures that are fit-for-purpose, customer-focused and compliance with overarching protocols.
4. Ability to be agile, flexible and adaptable to change in a customer focused environment.

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 and Meeting Customer 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 and 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 and New Zealand Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia and New Zealand takes the prevention of sexual misconduct, harassment and child protection 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 and New Zealand 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, New Zealand or overseas. This is included in the Job Application Form.

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 letter and resume - along with the names of three work related referees - to: alisonyoung@adra.org.au

If you have questions or need further information, please contact: Alison Young, ADRA Australia and New Zealand, Phone +61 2 9473 9503 or email alisonyoung@adra.org.au

ADRA Australia and New Zealand is an 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 following.



Connected
Courageous
Compassionate

Position Title:	Programs Assistant
Department:	International and National Programs
Reports To:	International Programs Director
Team Supervision:	Co-supervised by National Programs Director

Full / Part Time:	Full Time- 12 Month Contract
Revised Date:	July 2021

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

The Programs Assistant provides administrative support to the International and National programs teams.

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, support of ADRA's values.

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

- A relevant diploma or higher education degree with 3 years+ experience in business administration and/or project management and/or relevant service.
- Proficiency in Microsoft Office suite.
- 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 Customer 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
International Programs (60%)	<ul style="list-style-type: none"> • Support the management of the NGO Cooperation Program (ANCP) including: <ul style="list-style-type: none"> ○ Assist in the review and data entry of annual ADPlans and Reports to DFAT's Smarty Grants portal. ○ Assist submission of ANCP submissions and internal filing on SharePoint. • Assist with development of IP monthly and yearly activities/deadlines. • Support document creation and data filing on SharePoint. • Assist the IP team with research and advocacy activities. 	<ul style="list-style-type: none"> • High level of satisfaction by Program's team on ANCP support provided. • SharePoint folder structure is in place and maintained as agreed with the team. • Critical records are maintained up to date. • Timely and thorough anti-terrorism screening and FCM support. • Timely assistance with research & advocacy.

National Programs Support (40%)	<ul style="list-style-type: none"> • National Program Support <ul style="list-style-type: none"> ○ 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. ○ Safety Navigator data integrity, training, and provider liaison as needed. • Event Management coordination or facilitation. eg Conference ADRA Director Meetings. 	<ul style="list-style-type: none"> • Proficiency in Salesforce support/use/training/troubleshooting. • Effective support provided in use of Safety Navigator in all Op Shops & projects. • High level support for event management eg. Conference ADRA Director meetings.
Shared Administrative Responsibilities	<ul style="list-style-type: none"> • Provide administrative assistance to the International Programs and National Programs Directors as required. • Assist with tracking of strategic plan goals and key deliverables according to the 4DX methodology. • Administer Counter Terrorism compliance. • Assist with FCM travel liaison functions. • Assist with DFAT accreditation as required. <p><i>Note: Responsibilities may be added or removed after 3-monthly reviews and assessment of a balanced workload.</i></p>	<ul style="list-style-type: none"> • Timely support of meeting scheduling, management and minuting. • Active participation in 4DX planning and scoreboard management.

Employee Signature:	
Print Employee Name:	

Supervisor(s) Signature(s):	
Print Supervisor Name:	

Brad Watson

Date:	/	/	/
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