

Administration A Position Description

Summary

Post title: Administration Assistant

Reporting to: NSW Case Manager

Location: Sydney, NSW

Position Type: Voluntary Position

Pattern: Two set weekdays- 10am to 4pm

Term: Minimum 6 month commitment (initial 3 month probationary period)

Requirements: Interview and police check

We are looking for an action orientated, tech savvy admin assistant who can provide much needed support for our very busy case workers in our New South Wales Office,

Purpose and Role

The administration support team play an integral role within the organisation as they assist with the daily operations of the office. We are now looking to increase our admin assistant team to meet the demands of our growing client base. This role specifically will be focused on assisting case workers with daily admin tasks which are crucial to the case load.

The role has a strong administrative focus which will enhance the internal services and support we offer to all clients.

This role is perfect for someone looking for work experience and a foot into the community sector. The role is both challenging and rewarding for someone who is keen to work with the grassroots in a professional setting.

Authority

Responsible to: Case Manager (New South Wales)

Responsible for: Administration

Relates to: Office operations

Financial: N/A

Delegation: N/A

Duties and Responsibilities

You will be responsible for the following duties:

1. Administration operations

- a. Assisting with the day-to-day administrative operations of the office.
- b. Managing immediate distributions to clients.
- c. Scanning and photocopying documents to online database.
- d. Use of Microsoft word, excel and our database software.
- e. Documentation, record keeping and data protection.
- f. Assisting with administrative duties within the distribution team.

2. Information and advocacy

- a. Ensuring clients provide valid documentation to assess zakat applications.
- b. Researching referral agencies on the request of case worker.
- c. Liaising with partner organisations on the request of case worker.

3. Data Management

- a. Ensuring that client data is accurate and up to date on database to facilitate accurate reporting.
- b. Following up and managing inconsistencies within existing client data.
- c. Timely and up to date documentation, record keeping and data management.

Key Selection Criteria

Essential

- Prior customer service experience.
- Excellent communication, written and computer skills (particularly use of Microsoft word, powerpoint and excel).
- Demonstrated ability to work effectively with people from culturally diverse backgrounds.
- Demonstrated ability to work independently and part of a team.
- Excellent organisational skills and time management.
- Ability to adhere to deadlines in a high-pressured environment and good time management.
- Be committed to own personal development (ongoing training, appraisals) and in accordance with organisational need.

Desirable

- Knowledge of public and third sector organisations and processes.
- Experience of working in an office environment
- Experience of working in the Muslim community, charities and/or mosques.

Training and role requirements

- Induction workshop including zakat training prior to commencing position.
- Role specific training including training on client database.
- First 3 months probationary period and ongoing performance reviews.
- Must work in accordance to the National Zakat Foundations policies and guidelines.
- Must be committed to upholding the values and mission of the National Zakat Foundation.

How to apply

Please submit your resume to volunteer@nzf.org.au

This role will begin February 2018