



Admin Systems Coordinator

DEPARTMENT DIVISION	Australia
REPORTS TO	Director Shared Services
LOCATION	Sydney

About HOST International

Established in December 2016, HOST International is a not-for-profit company limited by guarantee committed to working wisely, creatively, and carefully to help create a better, safer future for displaced people and host communities around the world.

HOST International specialises in social and economic inclusion of refugees and migrants and has developed a unique coaching model that fast tracks access to employment and educational outcomes for new arrivals. Our programs focus on building self-efficacy and centre around the development of a realistic employment pathway plan that takes into consideration prior skills, experience, and future aspirations.

We believe that social and economic inclusion are core pillars of effective settlement and inclusion, and that each migrant/refugee needs a tailored approach that considers gender, discrimination, skills gaps, and professional networks. Our approach is also embedded in a community development framework that recognises needs in the broader community such as industry skills gaps, population growth, and social cohesion.

Our Governing Principles

Creating and maintaining humanity, hope and dignity with displaced people and host countries is at the core of our work.

1. Position Summary

The Admin Systems Coordinator role is responsible for facilitating the smooth and effective administration of the HOST headquarters and for providing high quality customer service to internal and external stakeholders.

Based in Sydney the position forms part of a team aiming to develop and monitor technical and admin support tools and systems that support the whole HOST team to make life better for people on the move. The role also includes responsibility for ensuring positive first impressions and supporting functions associated with HOST headquarters such as reception, procurement and office safety.

2. Key Responsibilities

- Pro-actively identify administrative tools and resource requirements that will help to ensure smooth and effective operations.
- Contribute to office harmony by facilitating a safe and welcoming work environment and organising occasional staff lunches/morning teas.
- Coordinate office related supplier agreements including relationships with facility landlords where required.
- Provide administrative and logistical support to Sydney office including but not limited to;
 - Head Office reception duties
 - Coordinate stationary supplies
 - Monitor shared mailboxes
 - Support events and corporate functions
 - Maintain Petty Cash
 - Meeting preparations and catering as needed
- Oversee a data base for stakeholder relationship management and assist with data entry and mail outs when required.
- Provide administrative support to the Shared Services team, including but not limited to event and appointment scheduling, preparing and editing documents, setting up and managing registers, minute taking for meetings, stocking office supplies and procurement.
- Support the development and maintenance of digital administration tools such as registers, forms, databases and the intranet, so that managers and program staff can manage administrative and compliance requirements efficiently and simply
- Support administrative staff in other HOST locations to ensure consistency and a unified approach across all HOST operations
- Support the establishment and maintenance of an internal systematic digital filing and communication system that adheres to legislative and regulatory requirements, including privacy and confidentiality;
- Develop and maintain positive, collaborative customer service relationships with key stakeholders, partners and HOST staff in all program locations;
- Oversee implementation of WHS policies and procedures in the Sydney office, including adherence to correct WHS practices, attending regular WHS meetings and conducting WHS checks in the office and promoting effective risk monitoring
- Provide other administrative supports as required to support Head Office capabilities

3. Selection Criteria

3.1 *Essential*

- Relevant experience and/or training in business administration including managing a large to medium sized office environment;
- Demonstrated moderate to excellent written and verbal English communication skills and advanced MSOffice skills;
- Strong stakeholder and interpersonal relationship skills with good professional boundaries;
- High level of integrity including proven capacity to manage sensitive and confidential information;

- A self-driven and agile mindset coupled with a 'çan-do' attitude
- Confidence and experience working with digital collaboration tools

3.2 Desirable

- Experience working in a diverse workplace.
- Experience administering Sharepoint Intranet
- Experience in a not for profit head quarters or regional office context

4. Expectations of HOST Employees

In addition to the duties listed above, all HOST staff are expected to:

- Respect and abide by HOST's vision, mission and values, ensuring that their conduct is consistent with the HOST Code of Conduct and is fully compliant with the provisions of HOST policies and procedures;
- Carry out general administrative functions related to their role and to the effective and efficient functioning of HOST including the timely and accurate management of case files, relevant databases, and all service delivery communications and data;
- Participate in induction training relating to policy and procedures, workplace health and safety and HOST administrative systems;
- Comply with all other reasonable and legal directions of the Senior Manager or relevant Executive as required;
- Communicate concepts, information and arguments efficiently in personal and group contexts and across all organizational levels;
- When representing HOST at internal and external events, ensure appropriate conduct and professional representation at all times;
- Demonstrate high ethical standards and professionalism and visible support and promotion for corporate outcomes and corporate values;
- Ensure all relevant information, including policies and procedures, are effectively communicated to staff; and
- Perform other duties commensurate with skills and experience as required.

4.1 Position Responsibilities

- Applicants must have the right to work in Australia;
- All applicants must undertake a National Police Check and not have any serious convictions including fraud, assault or serious theft. Any convictions should be declared up front and will be discussed confidentially upon receipt of the criminal record check;
- Applicants may be subject to social media screening as part of employment and visa application checks.
- Applicants may also be required to undertake a working with children check

5. HOST Core Competency Framework

Customer Orientation	The ability to demonstrate diverse customer focused support and stakeholder engagement in all business-related activities, acting without prejudice and in a manner, that promotes inclusion.
Continuous Improvement	The ability to demonstrate support for organisational change necessary to improve effectiveness and efficiency as well as proactively helping others to successfully navigate through organisational change.
Teamwork	The ability to work collaboratively as part of a high performing team ensuring the effective and efficient operation of HOST in accordance with its values, strategic direction, industry best practice and contractual obligations.
Analytical Thinking	The ability to clearly analyse a situation and seek out relevant information needed to address challenges using a logical, systematic and sequential approach.
Communication	The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence and briefings.
Initiative	The ability to identify or pre-empt what needs to be done and take appropriate action before being asked or before the situation requires it.
Safety & Wellbeing	The ability to contribute positively to, and take responsibility for one's safety & wellbeing and the safety & wellbeing of those around to ensure a climate of safety, support, resilience and balance.
Leadership Competencies	
Leadership	The ability to demonstrate effective leadership through promoting and supporting the organisations mission, vision and values with a high level of emotional intelligence.
Sound Business Judgment	The ability to demonstrate and apply high level, strategic problem-solving skills.
Coaching & Mentorship	The ability to support and enable the team to grow and succeed through regular feedback, education and encouragement.
Building Safety & Wellbeing	The ability to model and promote behaviours and attributes that foster a climate of safety & wellbeing, taking responsibility for the safety & wellbeing of the people and teams, including encouraging the exchange of ideas and the active and early resolution of conflict and injury.

The above core competency framework applies to all staff working at HOST. Every HOST leader has leadership specific competencies that reinforces the fact that team climate and leadership styles are an important part of facilitating a constructive organisational culture here at HOST.

The competencies provide a common language, across HOST, for discussing the Way We Work, not just what we do. It clarifies the behaviours and attributes required of all staff working at HOST. Core Competencies are a critical part of HOST's Organisational Culture and set the minimum expected standard of behaviour for everyone at HOST.

6. Workplace Health and Safety (WHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

WHS responsibilities are applicable to positions as outlined in the HOST WHS policy.

These include general staff responsibilities as well as additional responsibilities that apply for Managers, Supervisors and other Personnel.

7. Acknowledgment and e-sign off

Staff are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives. This position description may change over time due to the nature of HOST activities and a flexible attitude to change is expected of all staff. Any such changes will be discussed with staff as soon as practicable.

As the incumbent of this position, I confirm that I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position. I understand this position description is not a duty statement, it is only intended to provide an outline of the key responsibilities of the position.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

AGREED BY	
Employee Signature	
Employee Name	
Date	/ /