



canteen
www.canteen.org.au

Are you professional enough
to work at CanTeen?



Are you free-spirited enough
to work at CanTeen?



Information Pack

Programs & Administration
Assistant

About CanTeen

We get it. Just when life should be full of possibilities, cancer crashes into a young person's world and shatters everything.

We help young people cope with cancer in their family. Through CanTeen, they learn to explore and deal with their feelings about cancer, connect with other young people in the same boat and if they've been diagnosed themselves, we provide specialist, youth-specific treatment teams.

By feeling understood and supported, young people develop resilience and can rebuild the foundations that crumbled beneath them when cancer turned their life upside down.

No matter which role you are in, working for CanTeen is how **you** can be the difference.

Life at CanTeen

Canteen is one of the most highly regarded not for profits in Australia (8th in fact) with one of the most recognisable brands across the country (who doesn't know about the bandanna!).

Working for CanTeen is an inspiring, rewarding and purposeful experience that really enables you to be at your best. CanTeen has a passion for all things people, and as well as a range of benefits including a tax-effective salary packaging scheme, mobile phones and an in-house leadership program, we are continually working on ways to make CanTeen an even better place to work. We have a culture we are proud of, and want to find more people who share our commitment, enthusiasm and passion!

Through our regular staff engagement surveys, we know that CanTeen is fortunate to have one of the most passionate and committed workforces in Australia!



What's this job all about?

Title:

Programs & Administration Assistant

The nuts and bolts:

Permanent, Part Time, 2 days per week (0.4FTE), Sydney - National Office

Job summary:

This role provides administrative support to a busy team of frontline psychosocial support workers, and be part of a team dedicated to ensuring the wellbeing of young people who have faced a cancer diagnosis in their family.

Duties will be wide and varied, with basic administrative capabilities required (comfort using varied but basic computer systems) along with a high degree of flexibility and adaptability.

This role sits within the Sydney team in CanTeen's national office which is a vibrant, warm and passionate workplace based in Newtown.

Is this you:

Knowledge/Skills

- Proficient in computer skills (MS Office) and office equipment (essential)
- Solid knowledge of general administrative tasks (essential)

Experience

1 - 2 year's proven experience in a similar position

Personal qualities

- Strong organisational and time management skills
- Excellent communication and interpersonal skills
- High level of integrity, flexibility & motivation
- Maintain a strict level of confidentiality
- Happy to be a team-player and also be able to show initiative
- Results-oriented and can-do attitude
- Tolerance for performing routine tasks to a high standard

Closing date info:

Interested? Apply Now! Applications close on **1st September 2019**

Please apply on the CanTeen website at www.canteen.org.au/about-us/careers/ or email written applications with a covering letter to careers@canteen.org.au.

Working Relationships

Reports to: Division Manager, Sydney & Central

Positions reporting into this one: None

Key working relationships: Sydney & Central Division team, National staff, Division teams around Australia

Role Specifics

- Assist our Programs Officers in the logistic planning for overnight and recreational programs including transport and liaising with travel providers
- Organise catering/materials in the lead up to events and programs as directed by the Programs team
- Assist with target emails and mail for upcoming programs and events
- Enter new member details into CanTeen's database ahead of all programs ensuring information is up to date and current
- Post information and giveaways to the Sydney & Central Facebook group. Monitor and update the facebook group and liaise with the programs staff when new members join
- Attend occasional overnight programs and/or recreation days organised for young people
- Be the CanTeen representative and deliver presentations at schools, passing on information about CanTeen services and fundraising opportunities, including National Bandanna Day
- Assist with promotional mail outs and follow up calls to service providers to CanTeen
- Organise thank-you cards/letters to volunteers and sponsors on a regular basis
- Be responsible for the orders and distribution of brochures and 'Now What?' resources. This will include checking stock levels regularly, ordering new stock, processing orders and posting out materials.
- Book/reschedule appointments with young people to meet with psychosocial staff and assist psychosocial staff with general administration
- Update client management system, monitor for duplicates or inconsistencies and ensure Division records are correct
- Prepare and send information packs for new young people who join CanTeen and also for hospital staff
- Audit and organise volunteer paperwork, ensuring all working with children and police checks are up to date and flagging when renewals are due
- Schedule team meetings, book venues and assist with set up including communicating teleconference details, set up of Skype video conferencing and general meeting room set up
- Other administrative duties will include printing consent forms, scanning paperwork, organising and filing our current paperwork and other ad-hoc duties as they arise.

Selection Criteria

Experience

- 1 - 2 year's proven experience in a similar position
- Proven track record in delivering superior administration support

Knowledge/Skills

- Proficient in computer skills (MS Office) and office equipment (essential)
- Solid knowledge of general administrative & reception tasks (essential)

Personal qualities

- Excellent customer service skills, with impeccable communication and interpersonal skills
- Solid organisation and time management
- Strong attention to detail (essential)
- Flexibility & eagerness to learn with a 'no job is too small' mentality
- Highly motivated, pro-active & driven to succeed
- Maintain a strict level of confidentiality
- Happy to be a Team-player and also able to show initiative
- Results-oriented and can-do attitude with the willingness to do 'whatever it takes'
- Tolerance for performing routine tasks to a high standard
- Ability to work in a fast-paced environment whilst under pressure

Hours of Work

This role is 2 days per week (0.4 FTE). It is not required for the candidate to work 2 full days per week. Hours and days worked are negotiable. Whilst the role is predominantly Monday-Friday office hours, due to the nature of CanTeen's work, you may sometimes be required to work weekends and evenings. Advance notice will be given when this is the case, and CanTeen has a generous Time off in Lieu policy for taking leave when hours in excess of the standard working week are worked.

Pre-Employment Checks

As CanTeen's work involves employees being in direct contact with children and young people, employees are required to complete police and working with children checks, relevant to the State in which they will be employed.

CanTeen will conduct at least two reference checks on successful applicants, and may also require proof of any professional qualifications stated on an application.

General Information

All employees are required to adhere to CanTeen's Human Resources Policies during the course of their employment.

CanTeen is an equal opportunity employer.

