



Position Title: Administrative Assistant (**Volunteer**)

Date Posted: April 2017

Team: Admin/IT

Responsible to: Volunteer Coordinator and other staff

Location: Level 6, 20 Otter Street (Melbourne Polytechnic building), Collingwood

Start Date: immediately

Hours per week: 8 hours per week/flexible/ 6 month minimum commitment

Background

Diaspora Action Australia (formerly Humanitarian Crisis Hub) works in Australia with people from countries affected by war and conflict who promote the human rights of people in their countries of origin. We support diaspora community initiatives; provide resources, information and training; facilitate dialogue and shared learning; build networks; and seek to amplify community voices at local, national and international levels. The groups and organisations we work to support contribute to peacebuilding, raise awareness of human-rights issues, contribute their skills, passion and money to set up vital services such as schools and health centres, and they urge the international community to sit up and take notice of what is happening in war-torn countries. Diaspora Action Australia (DAA) is the only organisation in Australia specifically dedicated to supporting these initiatives.

Diaspora Action Australia was founded in 2008 and is independent of political or religious affiliation. In 2011 we were awarded the ACFID Sir Ron Wilson Human Rights Award for outstanding contribution to human rights in the international development sector, and in 2012 received an Award of Excellence from the Victorian Multicultural Commission.

We are committed to community development principles and a rights-based approach. We are committed to protecting the rights of all children to live safely, free from exploitation and/or abuse, and to keeping children safe and ensuring that our activities and programs do no harm to children, and as such all staff and volunteers are required to sign and comply with our Child Protection policy.

Purpose of Role:

The Administrative Assistant will work closely with the Volunteer Coordinator and other staff and volunteers to maintain the efficient day-to-day operations of the DAA office.

Key Responsibilities:

- a) Check the info@ account daily and forward, delete, and file incoming messages as appropriate
- b) Purchase office supplies and stationery and maintain inventory
- c) Liaise with the IT volunteers about IT issues in the office
- d) Balance the petty cash (weekly) and prepare monthly reconciliation
- e) Take minutes at the monthly Staff meeting
- f) Record keeping and database entry on CRM and Excel (maintain the donations record and member's database up to date)
- g) Locate and contact service suppliers as needed
- h) Keep the office manual up to date
- i) Preparation of documents and special projects as requested by the Director
- j) Contribute to the maintenance of the office environment, keeping surfaces clean, watering plants, emptying bins, etc.
- k) Other related duties as requested by the staff

Key Selection Criteria:

- a) Minimum two years' experience working in office administration
 - b) Strong organising and problem solving skills and the ability to work independently as well as part of a team
 - c) Proficient computer skills: Microsoft Office 365 Word/Excel and CRM database management
 - d) Flexible – ready to take on a variety of tasks within the office
 - e) Excellent spoken and written English
 - f) Ability to communicate effectively with people from a diverse range of cultural backgrounds; cross-cultural awareness and sensitivity necessary
 - g) Understanding of and commitment to Diaspora Action Australia's philosophy, principles and objectives is essential
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- a) Undergraduate degree in Business Administration or related subject will be highly regarded
 - b) Knowledge of/interest in human rights, international development, conflict areas or related fields

People of diverse cultural and linguistic backgrounds, from a refugee background or migrants from countries experiencing conflict/humanitarian crises are encouraged to apply.

What volunteers gain from their experience with Diaspora Action Australia:

- useful work experience with a respected NGO (non-government organisation) that can be added to your resume
- future references for volunteers completing a successful six-month period
- a full induction and a supportive and friendly working environment
- regular team meetings and free workshops according to availability
- reimbursement towards travel expenses (i.e. Myki fares)
- dedicated Volunteer Coordinator to support volunteers
- coffee, tea, and biscuits!

To Apply, please send your resume and a cover letter addressing the above key selection criteria to humanresources@diasporaaction.org.au. Only applicants meeting the above criteria will be contacted.