

Programs Assistant

Position Title	Programs Assistant
Work Type	Part-time (3 days/24 hours per week)
Reports To	Manager – Programs Team
Accountability	The Programs Assistant is responsible for supporting the AFS Australia Programs Team with both inbound and outbound programs, ensuring that inbound/outbound AFS participants and their families; Australian host families; volunteers; and AFS partners experience high quality service.
Environment	AFS Australia sends and hosts several hundred school aged students on exchange programs every year as well as young adults (aged 18+) on community service and other educational programs. This work is supported by 300+ volunteers who are located across all Australian states and territories. AFS operates in a highly dynamic and challenging environment, in which work needs to be carried out to tight deadlines and with high levels of customer service quality. The Programs Assistant is both results and relationship focused. They need to action a range of simultaneous activities and communicate effectively with within the office and with external stakeholders.
Relationships	<p>The Programs Assistant primarily supports members of the AFS Australia Programs Team on a range of communication and administration tasks.</p> <p>The Programs Assistant has regular interaction with the entire AFS Australia team, including staff, volunteers and host families, who are based throughout all states and territories of Australia. In addition to this, the Programs Assistant may regularly communicate with AFS Partners worldwide as well as other service providers, including AFS' travel agent and Overseas Student Health Cover provider as well as AFS participants, potential participants and their families who contact the office.</p>
Areas of Responsibility	<p>The Programs Assistant is responsible for:</p> <ul style="list-style-type: none">• Following AFS Australia's enquiry management processes and ensuring potential outbound participants and potential Australian host families receive information and documentation from AFS Australia in a timely fashion.• Processing applications from potential outbound students and from potential Australian host families including reviewing, assessing and recording receipt of participant papers and acquiring additional information.• Assisting to provide visa advice to outbound participants and their families.• Assisting with AFS Australia's social media and other communication platforms.

- Contributing to the AFS Australia Programs Team to ensure deadlines and quality outcomes are achieved, and to promote a positive team environment.
- Providing general administration to the AFS Australia Programs Team as instructed.
- Contributing as a team member to AFS Australia operational evaluations and reviews.
- Attending volunteer and/or student-based activities and other events as required.

Key Result Areas

- Achievement of agreed program-related tasks, activities and timeframes.
- Responsiveness to AFS Australia's customer/client/participant needs.
- Effective and friendly communication with AFS Australia staff; volunteers; outbound participants and their families; hosted participants and host families; potential participants and their families; suppliers; and other service providers.
- Positive contribution to the AFS Australia team.

Qualifications

- No formal qualifications are required for this position.

Essential Criteria

- High levels of motivation, a strong work ethic and an active interest in international exchange programs.
- A high attention to detail and strong organisational skills including planning daily/weekly workloads and adjusting priorities to meet deadlines.
- A warm, friendly manner with strong communication skills (both verbal and written) and the capacity to work as a member of a team. You will be expected to have native or near-native fluency in English.
- Sound computer literacy, including the Microsoft Office Suite, Google applications and various social media platforms, and the ability to learn new e-tools quickly.
- Commitment to the values of AFS Intercultural Programs, including volunteerism, intercultural learning and global citizenship.

Other

- All AFS Australia staff require a valid NSW Working With Children Check prior to commencing employment with AFS Australia.
- Fluency in a language other than English or experience in an international exchange program (at the secondary or tertiary level) will be viewed favourably.
- If you do not hold a current First Aid Qualification, you will be required to attend training (paid for by AFS Australia) after your probation period.