

# Business Support Lead

## Location

Bowen Hills, Brisbane (QLD) – Head Office

## Work Type

Part time or Permanent Available

## Who are we?

MSJ Australia is a for-purpose social enterprise that provides disability supports and child & youth protection services. We feel there is a significant gap in culturally appropriate providers delivering quality services to people with disabilities and young persons in out of home residential care in regional locations across Australia.

We are searching for an experienced individual who has valuable and demonstrated experience in a multi-faceted role in a young and fast-growing business. This individual must be able to work in a small team with most of our operational members located across Nth QLD & NT. We have definite operational plans to expand into other regional areas across the country within the next 12-24 months along with increasing our Head Office team which is where this role is based.

We have quickly established a strong and positive reputation for the quality of care we provide along with the level of detail and service our teams and organisation deliver to stakeholders.

## What this role entails

- Sales and Marketing administration including assisting with social media management
- Accounts including AP/AR processing & reconciliations
- Liaise with key internal & external stakeholders
- Be a key stakeholder within Head Office and Whole of Business projects
- General admin including ordering of stationary, reception, customer service, manage travel & accommodation requirements and ensure all elements of the office environment operate smoothly

## What is required in this role?

- Someone with the passion and commitment to work in a challenging yet very rewarding industry.
- Experience in a multi-faceted role where you have been in different areas of the business,
- Experience working in a small business environment that is growing quickly,
- To be highly organised and able to manage your time efficiently to meet all deadlines and any conflicting priorities,
- A self-starter who is able to work autonomously and collaborate closely with senior management,
- Some understanding/knowledge of the Disability Services and/or Child and Youth Protection industry is ideal but not essential
- Excellent communication & interaction skills, positive person, professionalism with a high level of attention to detail
- A very pro-active approach and attitude to getting things done
- Someone who is culturally sensitive and has a high level of emotional intelligence given this role will be dealing with people from various socio-economic backgrounds, cultures and world views.

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## Skills & Qualifications required

- Microsoft Office 365 associated applications (medium to expert level preferred)
- Experience in using Xero or a similar accounting software
- Confident user and understanding of social media technology and platforms
- Qualification/s in a related field of study will be highly valued
- Employment Hero, Deputy experience is ideal but not essential
- Excellent phone manner

## Why work for MSJ?

- We operate in an industry that provides so many “feel-good” moments knowing you are part of an organisation trying to make a huge, positive impact on people’s lives
- We honestly feel that we are “different” to the rest in how we approach and deliver the supports to the participants and young persons in our care.
- We design our services and activities to engage and help participants achieve their individual goals to live their BEST life and re-engage with their communities, families and culture.
- We are a young, agile and ambitious organisation where individuals in key roles will have a major input and impact on the growth of the business and the culture that we are building.

Our goal is to continue our growth and to develop the quality of our services through innovation, technology and best industry practices.

## Remuneration

Negotiable hourly rate/salary for the right person based on their experience, qualifications and skillset.