

**Westvic Staffing Solutions** Apprenticeship Employment Network Operations originated in 1984 as a not for profit, community based company and has since evolved as a leading regional provider of employment and training services throughout South West Victoria.

Our services are professionally delivered by dedicated staff, committed to:

- Delivering quality employment and training services to the community
- Increasing the trade and vocational training and employment capacity of the South West Region
- Providing a bridge between school and employment

### **What is Apprenticeship Employment Network?**

Apprenticeship Employment Network is an arrangement whereby Westvic Staffing Solutions employs Australian Apprentices (Apprentices and Trainees) and hires them to other businesses called host employers, while they are undertaking their training.

It is a unique form of labour contract in which Westvic Staffing Solutions (the employer) provides no work directly but does so through leasing the Apprentice / Trainee to one or more host employers.

Westvic Staffing Solutions acts as the primary employer and:

- Carefully selects the Australian Apprentice
- Manages the Training
- Takes responsibility for all administration connected with wages, allowances, superannuation, and workers compensation, personal / annual leave and other employment benefits.
- Rotates the Australian Apprentice from business to business, where necessary to ensure that each Australian Apprentice receives a broad range of training and experience.

Australian Apprentices employed by Westvic Staffing Solutions have the security of continuing employment throughout the training period and support from their Apprentice/Trainee Consultant.

### **What is an Australian Apprenticeship / Traineeship?**

The Australian Apprenticeship scheme encompasses all Apprenticeships and Traineeships. They combine time at work with training and can be full time, part time or school based. Australian Apprenticeships are the best way to combine training and employment and lead to a nationally recognised qualification from certificate 2 level through to a diploma. Training can be in the form of “off the job” at a Registered Training Organisation (RTO) or delivered in the workplace.

### **What is a Training Agreement?**

Australian Apprenticeships / Traineeships operate on the basis of a formal Training Agreement between the employer (Westvic Staffing Solutions) and the Australian Apprentice / Trainee, and explain the Apprentices / Trainees obligations to the employer and the employer’s obligations to the Apprentice / Trainee.

Training agreements are registered with the State Training Authority via an Australian Apprenticeship Centre.

## Business Administration Position Description

### Purpose

The Business Administration Trainee fulfils an important public relations and customer service function with the responsibility to deliver high quality customer focused reception and administrative activities for the School. As the 'face' of Eynesbury Primary School it is essential this position presents a professional image and creates a welcoming, warm, and positive first impression with all they come in contact with, whether via phone or in person. It is expected that they will provide a high level of customer service to the student body, staff and visitors to the School. The Business Administration Trainee is also responsible for maintaining and inputting accurate data for reporting to staff, School Council and Leadership teams.

**Employee Name : TBC**

**Date PD Issued: 9/8/2024**

**Position: Business Administration Trainee**

**Host Employer: Eynesbury Primary School**

**Supervisor: Amber Koek**

**Host Employer Address: 750 Eynesbury Primary School**

**Westvic Staffing Solutions Apprentice/Trainee Consultant: Kelly Faulkhead**

### Duties of Position:

Trainees in Business Administration will learn to undertake a range of functions to contribute to the smooth operation of the administration activities within the school, these will include areas such as Reception, Student Enrolments, Student Attendance, General Administration

### Tasks Involved:

#### Reception Duties

- Represent Eynesbury Primary School as the first point of contact in a professional, warm, friendly and efficient manner, providing reception support that meets the day-to-day requirements of the school
- Deliver, or organize for the delivery of, all operational actions associated with the school's reception
- Reception counter, answering telephone promptly, meet and greet visitors consisting of students, parents, contractors, deliveries and general enquiries
- Maintain school record system, including computerised student, school records through CASES21 and Compass
- Operate the cash desk to receipt EFTPOS and cash transactions
- Sort outgoing and incoming mail and deliver mail and messages to staff pigeonholes promptly
- Assist in mail-outs, organising labels & distribution of various correspondence
- Photocopying, scanning, filing, emailing and laminating documents
- Accurate filing of school financial records numerically
- Ensure that all student enrolment packs are compiled & up to date
- Archiving of previous year student records
- Ensure all visitors to the school have signed in via Compass and been issued appropriate passes, checking Working with Children check registration as required
- Assist with lost property

#### Student Enrolments

- Assist with student details on CASES21, including new enrolments & student exits.
- Assist all student data transfers and exiting students including Grade 6 students
- Management of student files/scanning
- Organising and collating information for enrolment packs
- Update student and family records on Cases as information arrives – processing legal documentation
- Annual distribution of student full details and family SFO data, updating changes identified and following up any families that have not returned the forms
- Assist in student Census, in consultation with the Business Manager and Assistant Principal
- Assist with prep transition administration tasks

**Student Attendance**

- Issuing late and early leavers passes, ensuring accurate recording on Compass
- Processing of attendance letters as per policy

**Administration**

- Assist with the Student Enquiry counter when required
- Assist in the recording of student attendance and issue reports as required
- Maintain first aid qualifications and provide sick bay support as required
- Assist in the administration of camps and excursions.
- Distribute book club order forms and issue deliveries to classes
- Make PA announcements
- Provide messages to students in class/retrieve students for early parent pickup
- Prepare correspondence, documents, spreadsheets and lists as required and according to School procedures.
- Maintain appropriate filing systems according to School procedures.
- Maintain, enter and retrieve data from the school's computer systems
- Ensure work areas are in a clean, safe and orderly condition at all times.
- Ensure the Office Core Values of professionalism, efficiency, cheerfulness, reliability, politeness and teamwork are implemented, followed and supported at all times.
- At all times working to create a professional environment, which upholds and displays the schools' values of excellence, integrity, community and kindness.
- Assist the Principal Class Officers and Business Manager where required
- Undertake other duties relevant to the field of responsibility as requested by the Business Manager or Principal

**Work Conditions:**

A position at this level undertakes routine tasks that are usually carried out under close supervision and direction. Work that carries some degree of independence will generally involve a limited number of tasks performed on a regular basis where priorities are clear, procedures are well established, and direction is readily available.

Work has little scope for deviation. Problems can usually be solved by reference to well documented procedures and instructions and clearly established practices. Deviation from established procedures will require reference to others for guidance and direction. Assistance is readily available when problems arise. An experienced employee at range 1 will exercise limited judgement within clearly defined guidelines and well-established practices that relate specifically to the tasks performed.

- Perform routine administrative support, such as:
- Preparing standard documentation and data entry that requires little or no manipulation of information and/or data
- Handling of customer enquiries and referral to appropriate personnel where appropriate
- Operate and instruct others in routine use of equipment and computer systems
- Prepare standard correspondence
- Provide routine customer service tasks such as reception, receipting payments and providing straightforward advice about the school
- Accountability relates directly to performance of allocated tasks
- Administrative support in a technical environment

This position has line management responsibilities to the Principal but on a day-to-day basis is accountable to the Business Manager.

The Business Administration Trainee is part of the Administration Team, whose responsibility is to work co-operatively as part of the team, ensuring a productive, efficient workplace.

**Personal Requirements:**

- Well organised
- Able to work as part of a team
- Able to meet deadlines
- Good communication skills
- Aptitude for working with computers

**Qualifications and Licenses Required:**

Appointment to the School will be subject to a Working with Children Check.

A minimum and current qualification in Level 2 First Aid, anaphylaxis and emergency asthma management training are compulsory for DET requirements.

**Workplace Health and Safety:**

- Follow Westvic Staffing Solutions' and the Host Employer's Workplace Health and Safety policies, procedures and workplace instructions
- Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
- Correctly wear and maintain items of personal protective clothing and equipment that are provided
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
- Report any incidents with in the workplace to the Host Employer and Westvic Staffing Solutions without delay.

**Additional Information**

- **Hours Per Week : 38**
- **Days per Week: Monday - Friday**
- **Award / Agreement: Educational Services (Schools) General [MA000076]**
- **Superannuation: 11.5%**

**Copy to :**  **Employee** **Host Employer** **Main File**