

Position Description

Position Title:	Apprenticeship Employment Network (AEN) Administration Officer
Department:	AEN
Location:	Warrnambool
Direct Report:	General Manager On Hired Services / South Coast Team Leader
Classification Level:	EA Level 1
Status:	Full Time
Qualifying Period:	6 months
Incumbent	
Preparation date:	August 2022

GENERAL WORK DESCRIPTION

The AEN Administration Officer is responsible for providing a high level of customer service to all Westvic Staffing Solutions clients and providing administrative support and assistance to the General Manager On Hired Services, South Coast AEN Team Leader, AEN and Labour Hire employees and others as required.

RELATIONSHIPS

Internal:

The AEN Administration Officer will report to and provide personal support to the General Manager On Hired Services, and regularly liaises with AEN and Labour Hire employees and other Managers and employees across the organisation

External:

Relationships are maintained with host employers and Australian Apprentices (Apprentices and Trainees), Apprenticeship and Traineeships regulatory Field services division, Registered Training Organisations (RTO's), Australian Apprenticeship Network providers (AASN), TAFEs, Employment agencies, School Career Advisors, and other relevant service providers

RESPONSIBILITIES

AEN Administration

- Produce and distribute Work Force One reports as required i.e. commencements, cancellations, suspensions, completions, variations, rotations etc.
- Accurately complete, collate, record, and follow up outstanding AEN documentation. i.e. induction forms, completions, cancellations, suspensions, variations and incentive claim forms.
- Prepare Australian Apprenticeship induction kits for AEN Apprentice / Trainee Consultants.
- Maintenance of Australian Apprenticeship protective clothing i.e. ordering, receiving, distribution and recording.
- Maintenance of QPRs (Quarterly Performance Reviews) for Apprentice / Trainee Consultants including allocation where applicable and end of month procedures for completed QPRs. Enter QPR information regarding Apprentice / Trainee progress in Work Force One.
- Prepare Job Advertisements and coordinate advertising through social media (Facebook / Instagram etc) WSS website and print media.
- Record all applications for advertised vacancies and provide Apprentice / Trainee Consultants with the final version of the application control document.
- On behalf of the Apprentice / Trainee Consultants arrange any unsuccessful candidate notification.
- Oversee and maintain Work Force One (IT program) in relation to AEN activities including entering and coordinating marketing contacts (Cold Calls).
- Record minutes at AEN meetings and distribute agenda/minutes when required promptly.
- Written correspondence as required.
- Photocopying, faxing, e-mail, scanning.
- Maintain policy and procedure manuals, print and distribute new documentation and destroy irrelevant versions as required.
- Ensure all documentation and other organisational requirements are completed in a timely manner.
- Maintain and follow the organisation's standards in record keeping and record handling.
- Create and maintain office procedures sheets.
- Assist with the co-ordination of Federal Govt incentive claims payable to the organization.
- Manage incident / accident reporting and Workcover documentation as required.

Marketing

- As directed create marketing and promotional material and events.
- Coordinate marketing materials and strategies and maintain marketing sites – (Westvic Staffing Solutions Website and social media sites).
- Take responsibility for maintaining a strong image and positive public relations, incorporating corporate branding and presentation standards.
- Assist in the distribution of advertising material i.e. mail outs, website and social media.
- Promote AEN Westvic Staffing Solutions employment and training services generally.

General Administration

- Produce written correspondence.
- Coordinate filing, distribution of documents in the relevant file system, archiving of files and ensure accurate filing and file maintenance.
- Maintain reference and other material.
- Ensure all paperwork and other organisational requirements are completed in a timely manner.
- Ensure that phones are answered promptly and within acceptable standards of WSS.
- Receive and distribute organisational mail.

Customer Service

- Provide a high level of customer service to all Westvic Staffing Solutions clients in a professional manner.
- Have an active role with reception.
- Deal with customer enquiries, via email, telephone, social media and over the counter.
- Ensure information / messages are recorded accurately and distributed to the appropriate business unit staff in a timely manner are promptly responded to.
- Provide timely and accurate advice and information to all Westvic Staffing Solutions clients.

Information Technology

- Undertake computer operations including word processing and data entry i.e. input and maintenance of database records.
- Be proficient in the use of Outlook, Word, PowerPoint and Excel to assist with general administration duties.
- Develop proficiency in the use of WSS databases and Finance systems and other user programs such as Sidekicker.

Team

- Work consistently and positively within the team to achieve positive outcomes.
- Communicate effectively with co-workers.
- Attend and participate in scheduled meetings, including contribution to operational plans.
- Undertake an active role in the day-to-day organisation of the office including filling in during staff absences.
- Contribute to the Business Service operational plans.
- Provide relief for Business Service tasks and functions during staff absences.
- Supervision and training of AEN Administration employees as required (inc Trainees).

Organisation

- Manage own time efficiently and effectively.
- Provide advice and assistance as needed to improve day-to-day organisation of the Business Services area.
- Uphold the organisations policy and procedures.
- Maintain and follow the organisations standards in record keeping and handling.
- Ensure systems are put in place to streamline accounting processes and to give backup to staff and clear audit trails for management & auditors.
- Communicate with customers and staff in a manner which promotes excellence in quality management.

Confidentiality

- Maintain strict confidentiality protocols including:
 - All Finances, contracts and tenders
 - Specific payroll and Business Services decisions
- Payroll – Staff and on-hired workers (Apprentices, Trainees and Labour Hire.)
- All Host Employers and other Debtors.
- Supplier lists.
- Quotations.
- Westvic business service activities in general.
- Other general issues that may arise as part of caseload management of Apprentices and Trainee.

Housekeeping

- Ensure the workplace and workspace is always maintained to a high standard.
- Ensure that all equipment is maintained and secured appropriately.

Occupational Health and Safety

- Follow Westvic Staffing Solutions Occupational Health and Safety policies, procedures and workplace instructions
- 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.

Self-Development

- Maintain relevant knowledge of:
 - Accounting Standards and Generally Accepted Accounting Principles.
 - Government Policies related to financial reporting.
 - Relevant Industry bodies, local employment and training issues.
 - Organisational policies and procedures.
- Undertake additional training as required to perform the role.
- Maintain proficiency in the use of accounting software including all updates.

ADDITIONAL INFORMATION

- The incumbent must adhere to all current relevant codes of conduct and legislation requirements including:
 - Westvic Staffing Solutions policies/procedures and protocols
 - Privacy Act
 - Equal Employment Opportunity Act
 - Child Wellbeing and Safety Amendment (Child Safe Standards) Act
 - Occupational Health and Safety Act
 - Government/Industry Codes of Conduct
- The incumbent can be expected to be allocated duties not specifically outlined within their Position description, however within the capacity, qualifications and experience normally expected from a person occupying this position.
- Performance targets will be negotiated as part of Westvic Staffing Solutions regular performance planning and review processes.
- The incumbent is required to undertake a Police record and Working with Children Check.
- Westvic Staffing Solutions is an Equal Opportunity Employer.
- All Westvic Staffing Solutions offices and vehicles are all smoke free work environments.

REMUNERATION PACKAGE

Superannuation:	An additional 0.5% above the legislated Superannuation Guarantee
Annual Leave:	Leave loading 17.5% (excludes casual employees)
Salary Packaging:	Tax advantage Salary Packaging is available subject to policy restrictions
Uniform Allowance:	Access available subject to policy restrictions

KEY SELECTION CRITERIA

Qualifications and Experience

Essential:

- Certificate III qualification in Office Administration and/or equivalent relevant experience.
- High level of communication skills both oral and written.
- Proven high level customer service skills.
- Excellent planning and organisational/time management skills.
- Ability to use own initiative and exercise judgment in matters for which there are no established procedures.
- Advanced knowledge and capability in the use of the Microsoft Office suite of applications (Word, Excel, PowerPoint and Outlook).
- Proven Databases capability and knowledge.
- High level of social media and electronic communications knowledge.

Desired:

- Knowledge of the role of the organisation, its structure and services.
- Demonstrated experience / understanding of the employment services industry.
- Understanding of the Australian Apprenticeship System including the Apprenticeship Employment Network Operations role and function.

PERSONAL ATTRIBUTES

- Customer service skills.
- Strong organisational and time management skills.
- Sound problem solving skills.
- Ability to work in a team focused environment.
- Ability to use own initiative and adapt within a changing environment.
- A high standard of personal presentation.