

Position Description

Position Title:	Apprenticeship Employment Network (AEN) Administration Officer Trainee
Department:	AEN
Location:	Warrnambool
Direct Report:	General Manager - On Hired Services
Classification Level:	National Training Wage (level A)
Status:	Full-time (Monday – Friday)
Qualifying Period:	N/A
Incumbent	TBC
Preparation date:	October 2022

GENERAL WORK DESCRIPTION

The AEN Administration Officer Trainee is responsible for providing customer service to all Westvic Staffing Solutions clients both internally and externally.

RELATIONSHIPS

Internal:

The AEN Administration Officer Trainee will report to and provide personal support to the AEN Administration and Labour Hire teams.

External:

Relationships are maintained with host employers and Australian Apprentices (Apprentices and Trainees), Registered Training Organisations (RTO's), Australian Apprenticeship Network providers (AASN), TAFEs, and other relevant service providers

RESPONSIBILITIES

AEN Administration

- Produce and distribute Code House Integrated Payroll (CHIP) reports as required i.e. commencements, cancelations, suspensions, completions, variations, rotations etc.
- 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 Apprentice 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 CHIP
- Prepare Job Advertisements and coordinate advertising through social media (Facebook / Instagram / LinkedIn 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. Arrange unsuccessful candidates' notifications.
- Photocopying, e-mail, scanning.
- 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 including filing and archiving.
- Assist with the co-ordination of Federal Govt incentive claims payable to the organisation
- Manage incident / accident reporting and Workcover documentation as required
- Produce written correspondence
- Ensure all documentation and other organisational requirements are completed in a timely manner
- Ensure that phones are answered promptly and within acceptable standards of the organisation
- Receive and distribute organisational mail

Marketing

- As directed create marketing and promotional materials.
- Coordinate marketing materials and maintain marketing sites – (Westvic Staffing Solutions Website and social media sites)
- Assist in the distribution of advertising material i.e. mail outs, website and social media.

Customer Service

- Provide a high level of customer service to all Westvic Staffing Solutions clients in a professional manner
- Deal with customer enquiries, via email, telephone and social media
- Ensure information / messages are recorded accurately and distributed to the appropriate staff in a timely manner

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 as required.

Confidentiality

- Maintain strict confidentiality protocols including:
- Payroll – Staff and on-hired workers (Apprentices, Trainees and Labour Hire)
- All Host Employers and other Debtors
- 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

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

- Undertake Certificate III level training additional training as required to perform the role.
- Work duties may be performed within other operational areas of the organisation eg, Business services, Registered Training organisation as part of business levels at the time and for personal development

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.
- The incumbent is required to undertake and pass 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:

- High level of communication skills both oral and written
- Understanding of planning and organisational / time management skills.
- Ability to use own initiative
- knowledge and capability in the use of the Microsoft Office suite of applications (Word, Excel, PowerPoint and Outlook).
- Social media and electronic communications knowledge.

PERSONAL ATTRIBUTES

- Attention to Detail
- Aptitude to perform duties within an office environment
- Ability to work in a team focused environment.
- A high standard of personal presentation
- Willingness to embrace and complete a formally recognised qualification