

GLENELG SHIRE COUNCIL

POSITION DESCRIPTION

Position Title:	Administration Support Trainee
Department:	Various
Unit:	Various
Date Approved:	September 2022
Award Classification:	National Training Wage

Values & Behaviours

Glenelg Shire Council is a values-based organisation that aims to attract, develop and retain people with ability, passion and potential within a culture of continuous learning and high performance.

Respect

Innovation

Integrity

Teamwork

Service
Excellence

Equal Employment Opportunity and Human Rights Principles

Glenelg Shire Council is an equal opportunity employer who embraces diversity through our organisation and community. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. Glenelg Shire Council is committed to the Human Rights principles and responsibilities of freedom, respect, equality and dignity.

Child Safe Standards Commitment

Glenelg Shire Council is committed to the safety, participation and empowerment of all children. Reducing and removing the risk of child abuse will be at the centre of our decision-making concerning children in our organisation.

Council has zero tolerance for child abuse and all allegations and safety concerns will be treated seriously and acted upon. Council will actively listen to children, ensuring their voices are heard and considered in decisions that affect their lives. This approach is reflected in Council's Community Engagement Framework and Youth Charter.

Position Objectives

- Provide efficient administrative support and customer service to the department, including records management tasks, diary and email coordination, travel arrangements, projects or events and the preparation of minutes and agendas.

Key Responsibilities & Performance Standards

The key responsibilities and performance standards may be modified from time to time to ensure that the desired outcomes are in accordance with the Annual Plans which seek to achieve Council's stated goals as identified in its Council Plan.

OUR VALUES

Respect | Integrity | Teamwork | Service Excellence | Innovation

GLENELG SHIRE
Victoria's Birthplace



Administration Support Trainee Position Description

Key Responsibilities & Performance Standards (continued)

Under guidance and instruction, the trainee will assist in the provision of administration support, which encompasses, but is not limited to:

- Provide general administrative support, including but not limited to word processing, photocopying and scanning correspondence into the Records Management System.
- Attend to general telephone calls and enquiries and providing excellent customer service.
- Answer incoming calls in a professional, courteous and prompt manner and follow through to resolution.
- Assist in arranging room bookings, ensure catering is arranged, room set up and equipment is booked and set up.
- Organise and printing documents as required.
- Maintain spreadsheets.
- Data entry.
- Proof reading.
- Records management including electronic filing and file retrieval in Council's records management system
- Maintain data bases and undertake mail outs
- Assistance with research and projects as required
- Undertake minutes and agendas for meetings as required
- Data input preparation of purchase orders and payment summaries

Confidentiality

The Trainee must not, whether during or after the Trainee's employment with the Council, make any improper disclosure or use of:

- Any information or trade secrets of the Council;
- The position of the Council or of any Councillor or Council employee on any confidential matter; or
- Any other information whatsoever, the disclosure of which may be detrimental to the interests of the Council or of any other person who has provided it to the Council on a confidential basis, unless the Trainee is required to disclose the information by law. The Trainee must use the Trainee's best endeavours to prevent the improper publication or disclosure or use of any such information by anyone else.

Organisational Relationships

REPORTS TO: Nominated Supervisor

SUPERVISES: N/A

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Administration Support Trainee Position Description

Accountability & Extent of Authority

Under guidance and instruction the trainee will be:

- Accountable for achieving established performance objectives.
- Accountable for ensuring that all work is carried out to a high standard and within the required deadlines.
- Required to have a general knowledge of relevant statutory and Council procedures appropriate to the responsibilities of the position to enable the trainee to select the appropriate course of action in any particular case, usually in consultation with the supervisor.
- This position is responsible for making routine decisions for the efficient and effective performance of such duties in accordance with guidelines established by the supervisor.
- The extent of authority for the position is in accordance with Council policies, procedures and delegations.

Judgement & Decision Making

- Ability to provide advice to customers.
- Ability to determine the best route to ensure the resolution of an enquiry.
- Ability to judge the relative importance/urgency of requests and tasks to Council.
- Provide written advice to customers where required.
- Guidance and advice will always be available when undertaking and completing tasks.

Management Skills

- Willingness to become proficient with software relevant to the needs of the Unit.
- Good proof reading skills.
- Ability to accurately and concisely record proceedings at meeting and prepare Minutes.
- Accurate word processing skills.
- Knowledge of relevant legislation, policies, procedures, systems and functions relevant to the work area.
- Ability to plan, prioritise workload and meet deadlines.
- An understanding of personnel practices including Equal Employment Opportunity and Occupational Health and Safety requirements relevant to the position.

Specialist Skills & Knowledge

- Proficient in software used within Council, especially Microsoft Office software including, Word, Excel (including graphs), Outlook, Access, Power Point etc.
- Ability to learn to use the Council's Financial computer system and the Records Management system.
- Good communication (verbal and written) and listening skills.
- Understanding of Unit operations gained from ongoing training.
- Skills in accurate word processing, including presentation and formatting.
- Willingness and enthusiasm to work in an administrative role.
- Time management skills, setting priorities, planning and organising work to achieve objectives within the most efficient, effective and timely manner.
- A methodical, systems approach to work.
- Ability to accommodate peak workloads.
- Ability to assist with organising meetings, functions, special events and seminars.
- Ability to remain pleasant and courteous at all times even when dealing with difficult customers.

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Administration Support Trainee Position Description

Specialist Skills & Knowledge (continued)

- Ability to exercise enthusiasm, energy and initiative, to be innovative, creative and flexible and the desire to adapt to change.
- Ability to operate office equipment including binders, photocopiers, shredders etc.

Interpersonal Skills

- Ability to deal discretely and tactfully with confidential and sensitive matters.
- Effective verbal and written communication.
- Ability to work harmoniously within a team environment and promote a team approach.

Qualifications & Experience

- Certificate I or II in Administration would be beneficial.
- Experience in general administration would be beneficial.

Risk Management Responsibilities (including OHS)

The following items are the duties of each trainee:

- To take reasonable care for their own safety and the safety of others affected by their acts or omissions;
- To co-operate with their employer in relation to any action taken to comply with the OH&S Act;
- Not wilfully or recklessly interfere with or misuse anything provided in the interest of health and safety;
- Not wilfully place at risk the health and safety of any person at the workplace
- Report all safety hazards and risk exposures, including theft and property damage, to their supervisor
- Maintain physical security of all property, equipment and buildings within your jurisdiction and control.
- All staff are required to actively reduce Council's exposure to losses related to security, public liability and professional indemnity and reporting areas of concern.

Key Selection Criteria

- Effective verbal and written communication skills.
- Ability to work harmoniously within a team environment and promote a team approach.
- Proficient in software used within Council, especially Microsoft Office software including Word, Excel (including graphs), Outlook, Access, Power Point and Teams etc.
- Ability to operate office equipment including photocopiers, shredders etc.
- Satisfactory Police Records Check & Working with Children Check (Employee).

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Administration Support Trainee
Position Description

Signed

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Trainee's Name

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Trainee's Signature

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Date

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Manager's Signature

.....
Date

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