

## AEN 6.2.2.1 Business Administration

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**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 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 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 Victorian Registrations and Qualifications Authority (VRQA) via an Australian Apprenticeship Support Network.

## Business Administration Position Description

**Employee Name:** TBC

**Date PD Issued:** 02/10/2019

**Position:** Business Administration Trainee

**Host Employer:** Myers Planning Group

**Supervisor:** TBA

**Host Employer Address:** TBA

**Westvic Staffing Solutions Apprentice/Trainee Consultant:** Tim Rantall

### 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 an organisation. They may be responsible for greeting people and attending to enquiries made by phone or in person, and assisting professionals, Managers and Executives by performing clerical, secretarial duties.

### Tasks Involved:

- Provide timely and professional service by greeting clients by phone and in person in a prompt and courteous manner
- Listen to and understand client needs, record detailed messages of incoming enquiries to refer to the relevant internal or external contact
- Assist with a wide range of administrative functions including answering phones, printing, scanning, filing and photocopying of documents, ordering of stationery and office supplies
- Arrange client appointments, management of meeting room bookings and staff calendars
- Carry out word processing duties, including general correspondence, letters of advice, setting up / formatting reports and meeting agendas/minutes
- Open and distribute incoming mail, organise posting of outgoing mail
- Input, store, retrieve data on database
- Attend client, council and consultant meetings, both in the office and at external locations
- Organise business itineraries, travel arrangements, conferences, meetings and social functions
- Ensure the public image and reputation of the organisation is maintained in the highest integrity. To be demonstrated through provision of excellent customer service, accountability, responsiveness and commitment to continuous improvement.

### The successful candidate may over time, be encouraged and supported to take on the following duties:

- Take on higher level supervisory duties
- Coordinate negotiation and conflict resolution when required
- Responsibility for making workplace decisions, and accountable for those decisions
- Display strong leadership skills and be a role model for other staff
- Use advanced features of office computer packages and equipment
- Relieve other staff duties as required

### Organisational Relationships:

- **Reports to:** Director and Executive Assistant to Director
- **Internal Liaisons:** All Staff
- **External Liaisons:** General public, Community Organisations, Councils, Government Agencies, Consultants

### Personal Requirements:

- Well organised
- Able to work as part of a team
- Able to meet deadlines
- Good communication skills
- Display a "can do" attitude
- Aptitude for working with computers (Mac based office)
- Able to work accurately and neatly

### Qualifications and Licenses Required:

Nil

**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 within 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:**
- **Superannuation:**
- **Commencement Hourly Rate:**
- **Allowances:**

Copy to :  Employee

Host Employer

Main File

**Position Description Acknowledgement**

All parties have received, reviewed and fully understand and accept the Position Description and the tasks and conditions included within.

**EMPLOYEE:**

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

**HOST EMPLOYER:**

Host Employer Name: \_\_\_\_\_

Host Employer Signature: \_\_\_\_\_

**WESTVIC STAFFING SOLUTIONS:**

Westvic Staffing Solutions Representative Name: \_\_\_\_\_

Westvic Staffing Solutions Representative Signature: \_\_\_\_\_