## Moyne Shire Council

# Position Description

**POSITION:** Office Administration Traineeship (People and Culture)

**NAME:** Vacant

**TENURE:** Full-Time Traineeship

January 2024 – January 2025

**DIRECTORATE:** Corporate and Governance Services

**UNIT:** People and Culture

**AWARD:** Local Government Industry Award 2010

**CLASSIFICATION:** National Training Wage Level A

**DATE APPROVED:** July 2023

**APPROVED BY:** Chief Executive Officer

**1. POSITION OBJECTIVE**

Provide administrative support and perform a broad range of secretarial and administrative duties to the People and Culture unit.

**2. KEY POSITION RESPONSIBILITIES AND DUTIES**

* Undertake word processing duties, including general correspondence, reports and meeting minutes.
* Assist with the operation and input of data into the computer systems including CiAnywhere, TechOne and Moyne Shire Councils EDRMS.
* Assist with recruitment across the organisation by scheduling and booking interviews.
* Assist with onboarding new employees.
* Assist with accurately updating employee personnel files as required.
* Assist Payroll with administration duties as required.
* Assist with Moyne’s online learning platform (Litmos)

**3. ORGANISATIONAL RELATIONSHIPS**

**Reports to:** People and Culture Coordinator

**Supervises:** Nil

**Internal Liaisons:** All staff

**External Liaisons:** General public

Community Organisations

**4. ORGANISATIONAL RESPONSIBILITIES**

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| **Responsibility** | **Demonstrated By** |
| **a) Customer Service** | * Provide timely and professional service to internal and external customers in accordance with Council’s Customer Service Charter, including:-   + Providing informed and professional guidance and advice   + Listening to and understanding customer needs   + Ensuring the public image and reputation of Council as a service provider is maintained in the highest integrity.   + Ensuring accurate and complete provision of information   + Displaying a “can do” attitude. |
| **b) Work Environment** | * Adherence to Council policies and procedures at all times. * **Asset Management**   + Be aware of and apply the principles of Asset Management   + Have an understanding of how the tasks within this PD can improve the Council’s long-term asset management.   + Be proactive in reporting Asset Management issues or circumstances that will assist the organisation * **Occupational Health and Safety (OHS)**   + Comply with OHS policies, procedures and requirements.   + Work safely and not place the health and safety of other workers, or the public at risk.   + Actively contribute to the hazard identification process.   + Encourage other employees and contractors to consider safety factors within the working environment. * **Records Management**   + Ensure all business related incoming and outgoing correspondence, including email, is registered electronically into EDRMS.   + Ensure all incoming hard copy business related mail is forwarded to the Records Unit for scanning and registration. * **Multi-Skilling**   + Adhere to Part B of the Enterprise Agreement, where an employee may be directed by the employer to carry out such duties that are within the limits of the employee's skill. * **Emergency Response**   + Supporting Council’s response in time of Emergencies, including contributing to Council’s relief and recovery efforts as required. |
| **c) Diversity** | * Support and promote environments and services free from discrimination, harassment, bullying, violence and victimisation. * Take actions and display behaviours that promote inclusion, accessibility, and celebrate diversity. |
| 1. **Continuous Improvement** | * Continually monitor and review practices to identify opportunities to improve:   + Efficiency, effectiveness and elimination of waste,   + Quality of service provision,   + The customer focus of the organisation,   + The competitiveness of the organisation,   + The job satisfaction and career opportunities for employees,   + The involvement of employees in the decision making processes of the organisation |
| 1. **Child Safety** | * Interact with children in an age-appropriate manner at all times, modelling appropriate and positive behaviour * Promote the safety, welfare and wellbeing of children * Report all disclosed, observed or suspected instances of child abuse and/or neglect. |

1. **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

* Responsible for accurate input of information into computer system for all human resource processes including but not limited to recruitment and performance appraisals.
* Monitor and triaging of human resource email.
* Scheduling on interviews including booking venues, candidates and collating interview documentation.
* Responsible for the timely and courteous answering and efficient direction of incoming telephone calls.
* Responsible for the Council’s image, reflected through the provision of excellent customer service skills, demonstrated by accessibility, accountability and responsiveness.

1. **JUDGMENT AND DECISION MAKING**

* Demonstrate initiative and innovation when approaching all aspects of the position.
* Ability to make routine decisions about tasks being performed.
* Decisions of a non-routine nature must be referred to the People and Culture Coordinator.

1. **SPECIALIST SKILLS AND KNOWLEDGE**

* Understanding of telephone answering techniques
* Ability to demonstrate organisational skills and interpersonal communication skills.
* Appreciation of confidentiality, tact and discretion.
* Understanding of administrative processes/procedures.

1. **MANAGEMENT SKILLS**

* Ability to adapt to changing priorities and work under pressure.
* Ability to use initiative in all aspects of the operations of the position.
* Ability to prioritise tasks to meet objectives within set timelines.

1. **INTERPERSONAL SKILLS**

* Ability to obtain and impart accurate information.
* Ability to work cohesively within a team environment.
* Ability to focus on customer service and satisfaction.
* Ability to communicate effectively with other staff.

1. **QUALIFICATIONS AND EXPERIENCE**

* Computer and keyboard skills, with an understanding of MS Office 365 software.
* Proven organisation skills with the ability to prioritize tasks and meet deadlines.
* Good communication skills, both written and verbal.
* An excellent attitude, with a desire to learn new systems and work in a busy team environment.
* A current drivers licence would be preferred, but not essential.

1. **ACCEPTANCE**

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| **Additional Information**   * **Hours Per Week: 38** * **Days per Week: Monday to Friday** * **Award / Agreement: National Training Wage Level A** * **Superannuation: 11%** * **Commencement Hourly Rate:TBC** |
| **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: Date / /

**HOST EMPLOYER:**

Host Employer Name:

Host Employer Signature: Date / /

**WESTVIC STAFFING SOLUTIONS:**

Westvic Staffing Solutions Representative Name:

Westvic Staffing Solutions Representative Signature: Date / /