

POSITION DESCRIPTION

Position Title:	Administration Trainee
Reporting to:	Senior Administration Officer / Administration Coordinator (respectively)
Status:	Fixed Term 12-18 months
Salary:	Level 1
Award Conditions:	Local Government Industry Award 2020
Location:	Various

POSITION STATEMENT

The Administration Trainee will be mentored, coached and trained to assist with the provision of quality customer services and administrative support in the delivery of Council services throughout the West Arnhem Regional Council communities.

ACCOUNTABILITIES & RESPONSIBILITIES

Primary Tasks	<p>Under the supervision of the Senior Administration Officer/Administration Officer (respectively), the Administration Trainee will be trained to carry out quality customer service and administrative activities that will include the following:</p> <ul style="list-style-type: none"> • Deal directly and promptly with customers in person and on the telephone in a courteous manner. • Assist customers with accommodation enquiries, bookings, arrivals and departures. • Provide office administration support which will include but is not limited to: <ul style="list-style-type: none"> ○ maintaining tidiness, cleanliness and an attractive presentation of the reception area, including the public noticeboard ○ accurately recording messages and ensuring those messages are delivered to the appropriate people in a timely manner ○ checking that adequate levels of office and stationery supplies are in stock, including milk, coffee, tea, sugar, biscuits, etc ○ making sure that the photocopier paper trays are filled ○ photocopying documents when requested ○ setting up the conference room for booked meetings when required ○ hand delivering Council documents if required ○ raising purchase requisitions ○ assisting with the collection and collation of employee timesheets and the delivery of employee pay advices ○ sorting the community mail and packages and ○ responding to basic email enquiries.
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	<ul style="list-style-type: none"> • Become familiar with and follow West Arnhem Regional Council administrative procedures and practices.
Teamwork	<ul style="list-style-type: none"> • Communicate effectively to foster positive relationships at all levels across the community, stakeholders and West Arnhem Regional Council staff. • Support a collaborative culture with internal and external stakeholders, and motivate team members by inculcating a dynamic working environment that nurtures innovation.
Policies and Procedures	<ul style="list-style-type: none"> • Comply with all West Arnhem Regional Council Policies and Procedures.
Work Health and Safety	<ul style="list-style-type: none"> • Take reasonable care to protect your health and safety and that of Council staff/others. • Actively participate in safety improvement activities.
General Responsibilities	<ul style="list-style-type: none"> • Comply with the West Arnhem Regional Council 'Code of Conduct' and all other policies and procedures adopted by the West Arnhem Regional Council as varied from time to time. • Other duties commensurate with skills and experience.

SELECTION CRITERIA

Essential	<ul style="list-style-type: none"> • Basic numeracy and literacy skills including ability to write a basic report. • Ability to work independently (under monitored supervision) and as a member of a team. • Good interpersonal skills and ability to communicate sensitively and effectively with Indigenous people. • Basic computer skills and familiarity with Microsoft applications (Word, Excel, Outlook). • Current Northern Territory Driver's Licence or the ability to obtain the licence within the training period. • Basic understanding of Work Health and Safety in the workplace • Current Northern Territory Driver's Licence. • National Criminal History Check clearance. • Current Working with Children/Ochre Card.
Desirable	<ul style="list-style-type: none"> • Experience in basic administration duties.



YOUR SPHERE OF INFLUENCE AND KEY RELATIONSHIPS

Freedom to act is governed by broad goals, policies, legislation and budgets with periodical reviews to ensure achievement of goals.

Decisions and actions have an effect on the operational unit and the wider organisation.

When developing policy options and strategic plans, freedom to act is determined by the Chief Operating Officer.

The advice provided is relied upon for guidance and justification for adopting particular policies and procedures, where the impact may be substantial.

Reports to Senior Administration Officer / Administration Coordinator (respectively)

Internal Administration Staff
Council Services Manager(s)
People & Learning Team
All Staff

External Government representatives
Council suppliers and local businesses
Contractors and suppliers
Australia Post
Community Members



Approved by **CEO** :

Date: 16/10/2020

