

ADMINISTRATION OFFICER TRAINEE

DOCUMENT TYPE:	Position Description
POSITION:	Administration Officer Trainee
POSITION SUPERVISOR:	Human Resources Coordinator
POSITION DIRECTORATE:	Corporate Services
POSITION DEPARTMENT:	Organisation Development
POSITION TERM:	Fixed Term – 1 Year
POSITION STATUS:	Full Time
POSITION AWARD CLASSIFICATION:	Traineeship
POSITION DESCRIPTION VERSION NUMBER:	2
POSITION DESCRIPTION DATE ADOPTED:	September 2026
POSITION DESCRIPTION REVIEWED BY	Human Resources Coordinator Manager Organisation Development
INCUMBENT:	Vacant
FILE LOCATION:	All position descriptions are held on a secure network by the Human Resources Department.
Position descriptions are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Human Resources Department to ensure that the version you are using is up to date. This document is available in alternative formats (e.g. larger font) if requested.	

1 POSITION OBJECTIVES

The objective of this position is to provide administrative and customer service support across the Corporate Services Directorate whilst undertaking a Certificate III in Business.

The Administration Officer Trainee will gain practical experience across a range of corporate functions, including Human Resources, Governance, Executive Services, Financial Services and Information Technology. Whilst primarily supporting the Corporate Service Directorate, the position is designed to provide structured exposure to a broad range of local government operations and services, enabling the development of practical skills, knowledge and experience required for a successful career in business administration.

The incumbent will work collaboratively with multiple teams across the organisation, building an understanding of how different service areas contribute to Council's operations and community outcomes. The role promotes safe work practices, professionalism and a positive customer-focused approach whilst supporting Council's vision, values and strategic objectives.

2 KEY RESPONSIBILITIES AND DUTIES

2.1 Human Resources and Organisation Development

The incumbent will develop foundational knowledge and skills in human resources and organisational development by assisting with:

- learning and development administration
- coordinating staff training bookings and records
- maintaining Council's learning management and training registers
- assisting with induction onboarding processes
- preparation of learning and development resources
- administration associated with recruitment activities
- maintaining personnel records in accordance with privacy requirements
- assisting with employee wellbeing initiatives and staff events
- records management and document control

2.2 Learning and Development

The trainee will actively support Council's learning and development program through:

- monitoring mandatory training compliance
- scheduling training and professional development opportunities
- coordinating employee attendance at training programs
- maintaining training records and databases
- assisting with organisation-wide workforce development initiatives.

2.3 Customer Service and Administration

The trainee will assist with:

- front counter customer service
- telephone and email enquiries
- records management including collection of registration of mail
- document preparation and correspondence
- general office administration

2.4 Governance and Executive Services

The trainee will assist with:

- preparing correspondence and administrative documentation
- supporting with Council Meetings
- assist with duties delegated by the governance team and the Executive Assistant to the CEO.

2.5 Financial Services

The trainee will assist with:

- data entry and record maintenance
- accounts payable and accounts receivable administration
- supplier administration processes
- general finance administration tasks

2.6 Information Technology

The trainee will assist with:

- Basic administrative support activities
- Maintaining ICT assets registers

2.7 Other duties

Contribute to initiatives and undertake other duties across Council, as directed, to broaden knowledge of local government operations, build organisational awareness and support the delivery of services to the community.

3 ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent will:

- be responsible for ensuring administrative duties are completed to an appropriate standard and in accordance with Council policy and direction established by their supervisor
- maintain discretion and confidentiality when handling information and providing customer service and customer support in accordance with Council's Customer Experience Charter
- assist in planning their workloads in accordance with Council policy and direction of management to meet deadlines
- work within specific guidelines and work under general supervision
- recognise the limits of their authority and seek guidance or approval from the appropriate officer or manager when required
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4 JUDGEMENT AND DECISION MAKING

The incumbent will demonstrate or have the capacity to develop:

- the ability to follow Council policies, procedures and work instructions
- The ability to undertake administrative and customer support duties in accordance with goals established by management
- the ability to respond to general customer service queries and refer complex queries to the appropriate manager or officer
- to use judgment and seek guidance when required
- the ability to maintain confidentiality and handle information appropriately in accordance with Council requirements

5 SPECIALIST SKILLS AND KNOWLEDGE

The incumbent will demonstrate or have the capacity to develop:

- an understand Council policies and procedures
- an interest in learning about and developing an understanding of Council operations

- the ability to perform clerical and administrative duties
- basic computer literacy and the ability to learn and operate a range of computing and information systems
- effective verbal and written communication skills to have the ability to communicate effectively with clients and staff

6 MANAGEMENT SKILLS

The incumbent will demonstrate or have the capacity to develop:

- basic skills in managing time, planning and organising set work
- the ability to complete customer tasks and routine administrative tasks within the required timeframes
- the ability to work collaboratively with others and seek guidance when required
- the ability to work under general supervision and follow established policies, procedures and work instructions
- an understanding of the importance of professionalism, accountability and continuous learning in the workplace.

7 INTERPERSONAL SKILLS

The incumbent will demonstrate:

- good oral and written communication with clients, staff and members of the public, and in resolving minor problems
- a willingness to learn new procedures in accordance with changing needs of Council
- high levels of enthusiasm and motivation with confidence to follow instruction on an autonomous basis.

8 EXPERIENCE

The incumbent will demonstrate:

- a willingness to learn
- a can do attitude
- basic skills in the use of computer information systems.

9 QUALIFICATIONS

Qualification	Mandatory or Desirable
No formal qualification is required however a year 11 or 12 secondary school certificate would be desirable	Desirable

10 ORGANISATIONAL QUALIFYING PERIOD

An Organisational Qualifying period of six months applies to the position.

11 ANNUAL PERFORMANCE DEVELOPMENT REVIEW

A Performance Development Review will be conducted each year. Every staff member is required to actively participate in the Annual Performance Development Review process with his or her immediate supervisor.

12 ORGANISATIONAL RELATIONSHIPS

Relationship	Stakeholders
Reports to	Human Resources Coordinator
Internal liaisons	All Council Staff
External liaisons	Ratepayers Residents Businesses General Public

13 KEY SELECTION CRITERIA

The criteria for selection will be:

1. willingness to learn and work within a professional corporate environment
2. ability to undertake basic administrative tasks and perform a range of other duties under direction
3. ability to follow written and verbal instructions and apply them in the workplace
4. ability to work cooperatively within a team, and as an individual
5. basic skills in the use of computer information systems and the ability to learn new information systems
6. good verbal and written communications skills with a customer focused approach
7. demonstrated reliability, initiative and commitment to completing a Certificate III in Business .

14 REVIEW

The supervisor and incumbent will review this Position Description for any necessary amendments during the annual Performance Development Review process.

15 GENERAL RESPONSIBILITIES AND DUTIES OF EVERY LODDON SHIRE COUNCIL EMPLOYEE

Every employee of the Loddon Shire Council is bound to adhere to legislation, regulations, and codes of conduct. Specific responsibilities are:

15.1 Council values

All Employees are required to uphold the Values of the Council as set out in the Council Plan and Staff Code of Conduct.

15.2 Equal opportunity and bullying and harassment

Loddon Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, and vilification and bullying.

All Employees are required to:

- respect the rights of all other employees, customers and clients
- adhere to Council's equal opportunity and bullying and harassment policies and procedures
- not get involved in, support, assist or encourage any form of discrimination, harassment, sexual harassment, bullying, vilification or victimisation

In addition, employees with supervisory responsibilities must also:

- take appropriate actions to prevent discrimination, harassment, sexual harassment, bullying, vilification or victimisation from occurring in their work area; and
- take appropriate steps to remedy the situation if discrimination, harassment, sexual harassment, bullying, vilification or victimisation has occurred

15.3 Occupational Health & Safety

An employee, while at work, shall:

- take the care of which the employee is capable for the employee's own health and safety and for the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace
- adhere to and assist in the continuous improvement of Council's occupational health and safety systems.

15.4 Risk Management

An employee, while at work, shall:

- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure
- adhere to and assist in the continuous improvement of Council's risk management system.

15.5 Staff Code of Conduct

The Staff Code of Conduct applies to all employees of the Loddon Shire Council. All staff must:

- adhere to the Staff Code of Conduct at all times
- familiarise themselves with the Code to ensure compliance with its principles.

15.6 Privacy

The Loddon Shire is committed to complying with the Privacy and Data Protection Act 2014 and the Health Records Act. All employees are required to:

- adhere to the Privacy and Data Protection Act 2014 and the Health Records Act
- at all times ensure that the personal information collected and held by the Council is protected from misuse, loss, unauthorised access, modification or disclosure
- ensure that personal information is appropriately stored and managed
- collect information only directly relating to the services being provided to clients
- not disclose personal information to any person or organisation without written consent or unless prescribed by a lawful instruction.

15.7 Records management

Loddon Shire Council employees, as public officers under the Public Records Act 1973, have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

Managers have an additional responsibility to ensure that departmental Council staff understand and comply with the requirements of the Public Records Act 1973 and Council records management policies and procedures.

15.8 Confidentiality

All employees of the Loddon Shire Council have a duty:

- to serve the Council with loyalty and in good faith
- not to disclose or use any information obtained in the course of employment for any purpose other than carrying out duties of employment
- not to source Council information, or information relating to Council's ratepayers and clients, for any purpose other than carrying out duties of employment.

15.9 Compliance

The Loddon Shire is committed to implementing a compliance framework to encourage organisational-wide compliance with legislation, policy and procedures.

This position is required to manage responsibilities under legislation, policy and procedures.

Where relevant the incumbent must use Council's approved Advent Manager Compliance Software by:

- ensuring obligations and actions in Management Action Plans are attended to within the timeframes allocated
- signing-off obligations and actions in the system once they reach practical completion.

15.10 Child Safe Standards

The Loddon Shire is committed to the safety of children and young people and operates within the child wellbeing and safety amendment (Child Safety Standards) Act 2015.

Staff are expected to be aware of all policies and procedures regarding the safety of children and young people at all times.

16 AGREEMENT

The manager and incumbent, by signing this section of the Position Description, agree that it reflects the current duties and responsibilities of the position.

Incumbent's name:

(Please print).....

Incumbent's signature: Date:

Manager's signature:

Manager's title: Date: