Position Description
Business Services Trainee

Last updated: August 2024

Position Details	
Position No:	500 069
Department	Customer, Corporate Services and Economy
Employment Status:	Fixed Term
Reporting to:	Manager Governance Risk and Corporate Performance
Direct Reports:	0
Indirect Reports:	0
Financial Delegation:	Nil
Band/Level	Traineeship Band
Grade:	T4-T5
Allowances	Nil

This document describes the key accountabilities, duties and required capabilities of the position and is not designed to be prescriptive. The incumbent can expect to undertake other duties in addition to those described in this document, in line with changing strategic and operational requirements.

Position Purpose

This trainee position provides an opportunity to attain a nationally recognised vocational qualification in a certificate course in Business Services whilst gaining valuable work skills and experience. The trainee will gain experience across a range of Council's business services. The trainee enters into a training contract for a period of two years. There should be no expectation of continued employment beyond this time.

Authority and Delegations

The incumbent has the authority to take any reasonable action that is consistent with the accountabilities and duties of the position, as described in this document, and to ensure the safe and efficient undertaking of work activities. The incumbent's authority to act is subject to any limitation imposed by Council policies and procedures.

Under section 378 of the *Local Government Act 1993*, the General Manager may sub-delegate powers, authorities, duties or functions of Council to this position. The incumbent must exercise any delegations conferred to the position in accordance with Council's Code of Conduct and all relevant Council policies and procedures.

Delegations applicable to this position are contained in Council's Delegations Register, which is modified from time to time.

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Key Accountabilities

Position Accountabilities

- Undertake and satisfactorily complete the designated traineeship over a two year period
- Provide administration support to the Customer, Corporate Services and Economy Department
- Adhere to Council's values
- Provide effective internal and external customer service
- Contribute to the work team to achieve goals and set objectives
- Understand responsibilities and the importance of WHS
- To undertake other duties as required by Parkes Shire Council, within the scope of the person's capabilities, knowledge and experience.

Corporate Accountabilities

- Ensure personal and professional behaviour is consistent with Council's Code of Conduct and Equal Employment Opportunity (EEO) principles and report any known breaches.
- Execute work with probity, accountability and transparency to prevent incidents of fraud and corruption in Council's organisation and operations and report any known incidents.
- Actively perform as a team member and contribute to the outcomes of work teams in a collaborative, professional and productive manner.
- Assume responsibility for and manage own work, regularly appraising own performance against required levels of performance.
- Undertake training and attend professional development opportunities, if and as required.
- Store and maintain corporate records in Council's Electronic Document and Records Management System (EDRMS) in accordance with relevant policies, procedures and the *State Records Act.*
- Identify, assess and treat risk relevant to the position.
- Convey a professional image of Council and dress appropriately for the role, including wearing Personal Protective Equipment (PPE) or prescribed corporate uniform, if and as required.
- Communicate with customers in a professional and courteous manner, ensuring customers are provided with clear, accurate and timely information and requests are processed within required timeframes.
- Implement projects, programs and activities assigned to the Branch in the annual Operational Plan, subject to the allocated Budget.
- Provide timely and professional advice and reports to the Council, Council Committees and the Executive Leadership Team on projects, programs and activities assigned to the Branch.
- Provide full reports to Council, Council Committees and the Executive Leadership Team in a timely manner, ensuring reports are presented in a neutral framework with full disclosure of all relevant material and implications, including an evidence-based recommendation.

Position Requirements

Essential

1. High School Certificate (HSC) or Equivalent
2. NSW Provisional or Full Driver's Licence

Desirable

1. Some work experience in the workforce would be an advantage.

Training Requirements

The training required for this position is completion of a Certificate in Business Service as outlined in the funded Training Plan which will be compiled in conjunction with the Registered Training Organisation (RTO). The training contract will be administered by Apprenticeship Support Australia.

Key Relationships

Who	Why
Internal	
Manager Governance Risk and Corporate Performance	• Receive guidance and report on progress towards corporate objectives. • Provide expert advice and support and contribute to decision-making. • Identify emerging issues/risks and their implications and propose solutions.
Council Staff	• Work Collaboratively to achieve desired outcomes • Manage expectations and resolve issues
External	
Customers	• Provide friendly, responsive, accurate and consistent information, advice and service

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Capability Framework

Capabilities for the role The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce.

The Local Government Capability Framework is available at www.lgnsw.org.au/capability

Below is the full list of capabilities and the level required for this position. The focus capabilities are in **bold**.

Capability Group	Capability Name	Level
Personal Attributes 	Manage Self	Foundational
	Display Resilience and Courage	Foundational
	Act with Integrity	**Foundational**
	Demonstrate Accountability	Foundational
Relationships 	Communicate and Engage	Foundational
	Community and Customer Focus	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results 	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
Resources 	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

Acknowledgment

I confirm that I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Parkes Shire Council’s policies and procedures. I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Name: ……..

Signature: ……..

Date: ……/ ……/ ……

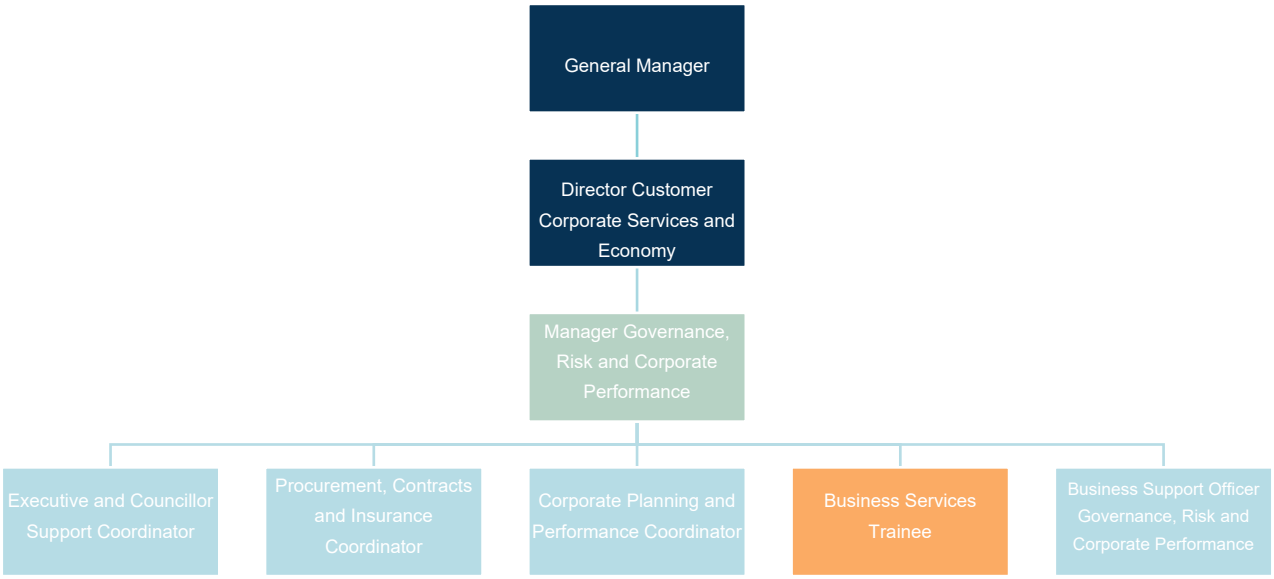
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ANNEXURE A - Work Health and Safety (WHS) Responsibilities

Workers	
Includes: ALL Council WORKERS (Co-ordinators, Assistants, Supervisors with no supervisory role, Administrative workers, Team Leaders, library workers, tourism officers, childcare workers, pool coordinators, lifeguards, trades people, Contractors, Subcontractors, Volunteers, Work Experience students.)	
Responsibility	**Performance Measure**
1. To comply with all Council safety policies and procedures including applicable SWMSs, SOPs or Project/Event Safety Management Plans.	– Work in a safe manner without risk to themselves, others or the environment. – Always follow established and communicated safe work procedures (this includes any permit requirements for high risk work). – Report all incidents, hazards, injuries, illness or property damage, theft or loss. – Participate in agreed WHS consultation arrangements – Participate in site inspections, site risk assessments (WASPs) or incident investigations as requested. – Seek assistance/clarification if unsure of WHS rules or procedures. – Report any faulty tools or plant. – Correctly use and maintain all personal protective equipment provided as required. – Complying with emergency and evacuation procedures. – Participate in any required WHS training or induction. – Follow any verbal directions given by any Parkes Shire Council employee with regard to WHS. – Participate in WHSMS review activities as required/requested.
2. Additional Responsibilities for Contractors or Sub Contractors:	– To complying with WHS requirements contained within relevant tender/contract documents. – Participate in weekly WHS performance reviews conducted by Parkes Shire Council employees. – Report and share safety concerns/information regarding a worksite where Council workers are present.

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ANNEXURE B - Organisational Chart



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