

Position description

Business Administration Trainee

Summary information

Section	Various	Directorate	Various
BCC number(s)	N/A	Position type	Term contract, full-time (12 months)
Grade	Traineeship wage rates	Skill descriptor	N/A
Reports to	Various	Direct reports	No
Approval limit	\$0	Release limit	\$0
Created/reviewed	June 2024		

Our values



Teamwork



Customer Focused



Innovation



Commitment to Safety

Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

1. Position purpose

This role is primarily responsible for providing administrative support to the specific department of placement. This is a developmental position that incorporates on-the-job training with formal studies completed at a Registered Training Organisation.

The core component of the role are the acquisition of experience and skills in a variety of administrative functions, in particular to the function of the specified department.

The incumbent will comply with all applicable legislation, regulation and other law, including the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2025 and Council's Safety system.

2. Qualifications and experience

Essential:

- Strong verbal and written communication skills
- General computer skills
- Have not completed a Certificate III qualification or above in a similar field
- Motivation, enthusiasm and commitment to learning and providing high standards of customer service.

Desirable:

- Basic experience in providing customer service
- Basic experience in working effectively within a team environment.

3. Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4. Key accountabilities

Position specific

- Demonstrate initiative and commitment to learning.
- Ensure that allocated tasks are completed in a timely manner with accuracy and attention to detail.
- Maintain effective data entry and record management, ensuring all data, correspondence and documentation are stored accurately in the appropriate location and classification.
- Organisational procedures and processes are adhered to in a timely manner.
- Maintain confidentiality with all information accessed through Council records.

- Attend class as scheduled.
- Complete all coursework in a satisfactory manner.
- Adhere to the Registered Training Organisation's policies and procedures whilst on campus.
- Present a positive image of Council.
- Ensure all aspects of the Training Plan requirements are fulfilled.
- Manage flex time and leave in accordance with Council's policies and procedures.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our volunteers policy and standards
 - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years.

Corporate

- Contribute to a positive workplace culture that embraces diversity and fosters the welfare of all staff.
- Undertake all activities in line with approved governance practices, especially in relation to risk, fraud and corruption.
- Contribute to the delivery of outcome necessary to achieve the goals and objectives of Councils currently adopted Community Strategic Plan.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5. Duties

- Contribute to the team and engage with learning opportunities.
- Manage allocated administrative functions of the business area.
- Undertake general administrative duties as instructed such as organisation, customer service, accounts payable, minute taking and meeting coordination.
- Produce documents and presentations for projects including memos, report writing, PowerPoint slides to a standard that aligns with the capabilities and course outcomes of a Certificate IV Business Administration.
- Provide support to team members and relevant customers as required i.e. answering phones, gathering accurate contact information and passing on messages to the relevant team member, and stakeholder engagement.
- Attend all meetings, training and other activities as directed.
- Ensure accurate work hours are recorded on a timesheet daily.
- Provide effective customer service to Council's internal and external stakeholders.
- Act to satisfy customer needs.
- Maintain effective time management.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6. Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	Name:	
	Signature:	Date:
Supervisor	Name:	
	Signature:	Date: