

	POSITION DESCRIPTION			PD095
	Community & Engagement Administration Trainee (Fixed-Term)			
Classification	Administration/Clerical Level 1	Status	Three Year Fixed Term, Part-Time	
Directorate	Community & Engagement	Incumbent	Vacant	
Department	Community & Engagement	Reporting to	Director Community & Engagement	

PURPOSE OF THE POSITION

The Community & Engagement Administration Trainee is operating in an Administration role, responsible for carrying out a range of routine procedural, clerical, administrative and operational tasks that require technology, business and interpersonal skills. This role also has a focus on Customer Service, delivering efficient, courteous and effective customer service including reception, formation and cashiering services. While the position is primarily office based the worker may be asked to provide support in the community for events.

Employment within this role is conditional upon enrolment and successful progression of study in a Certificate III or IV in Business throughout the fixed term employment period.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
Administration support services to the Community & Engagement Directorate	<ul style="list-style-type: none"> Provide support and administration services for the Directorate which includes typing letters, reports and drafting of correspondence and advertising. Assist with the Vehicle Booking system. Assist with the casual staff support pool in consultation with Director. Incoming correspondence is received, and distributed, to the corporate time frames. Provision of administrative support, is provided to other functional areas of Council operations, when required.
Administration support services to the Children's Services Department	<ul style="list-style-type: none"> Provide support and administration services to the Children's Services Department. Liaise with parents and staff to ensure that child records, bookings, cancellations and attendance records are maintained accurately. Maintain computer records on Qikkids software of personal details relating to children in care, Childcare Subsidy, bookings, attendances, cancellations, and payments. Monitor stationery and consumable requirements and order any items that need replenishing in accordance with established procedures. If required, utilise a Council vehicle to transport children safely between school and the care venues. Receive payments from parents and deposit proceeds and transaction reports daily at the Council Office. Produce regular accounts for each family with children in care. Commitment to and understanding of Children's Services policies. Ensure a positive image of Children's Services is promoted when dealing with both internal and external customers.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	<ul style="list-style-type: none"> Work in close collaboration with other Council administration/finance staff to ensure that childcare administration procedures are consistent with Council procedures.
Customer Service & Communications	<ul style="list-style-type: none"> Participate in the delivery of exceptional frontline team-based customer service. Professional interactions as first point of contact for the functional areas of Council. Processing of financial transactions accurately and efficiently. Interpersonal communications, including the management of enquiries, screening of requests and reception of visitors is handled in a respectful, professional and confidential manner. To display a positive attitude, and “can do” approach, towards Council policy and decisions in relation to the position and the public image of Council. Resolution of issues, as appropriate, through positive action, redirecting to appropriate staff as required, and escalation of potentially serious matters to the relevant Manager for assistance. Adhere to Customer Service standards, principles and policies. Provide effective administrative support to the relevant activity and Department including word processing, data entry, filing, reservations, ticketing, cash and EFTPOS transactions. Raising and lowering of appropriate flag when required.
Standard Clauses	
Meetings and Interactions	<ul style="list-style-type: none"> Attending and actively participating in internal and external meetings, training and workshops, as required.
Customer Service	<ul style="list-style-type: none"> A consistently high level of customer service, based on defined service levels, provided to internal and external customers both individually and by the team. Customer queries, complaints and correspondence responded to in accordance with defined service levels and Council expectations.
Resource Sharing	<ul style="list-style-type: none"> Other duties and back up servicing provided to the Circular Head Council, as required from time to time, pursuant to the Resource Sharing agreement between the two Councils.
Compliance	<ul style="list-style-type: none"> Awareness and compliance with relevant standards, regulations and legislation, identified service levels regarding current best practice for early years learning. Council policies and procedural obligations met.
Confidentiality	<ul style="list-style-type: none"> Integrity and confidentiality of all council related activity and documentation is being maintained.
Records Management	<ul style="list-style-type: none"> Records are created, used, maintained, recorded and managed in accordance with the Council’s Information Management Policy.
Procurement	<ul style="list-style-type: none"> Responsible for purchasing goods and services in accordance with the Procurement Policy and delegated financial limits.
Risk Management	<ul style="list-style-type: none"> Maintain an active awareness of Risk Management issues and practices concerning the workplace and within the role that could cause concern, embarrassment or liability to Council. Assist Council to mitigate risk by promoting risk awareness throughout the organisation. Provide risk management information as requested and assist in the investigation of any risk management issues or claims that have been made against Council insurances.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
Additional Duties	<ul style="list-style-type: none"> Other duties as directed within the scope of the position.

SPECIAL CONDITIONS
<ul style="list-style-type: none"> A pre-employment medical including drug and alcohol testing is required prior to commencement. A satisfactory National Police Check will be required. Council will screen for serious offences or any other offences relating to fraud or dishonesty, or any offence that Council deems of a nature that is not appropriate for the role. Employment within this role is conditional upon enrolment, and successful progression of study, in a Certificate III in Business. Registration to Work with Vulnerable People (Child Related Activity Clearance)

WORK HEALTH AND SAFETY ACCOUNTABILITIES
<p>All staff are required to observe the following WHS accountabilities:</p> <ol style="list-style-type: none"> Ensure full compliance with Council's Safety Management Plan and associated Policies, Procedures and Instructions, specifically taking action on all points of the employee's responsibility; and Ensure full compliance with responsibilities under the <i>WHS Act 2012</i>, the <i>WHS Regulations 2012</i> and other relevant legislation, in particular: <ul style="list-style-type: none"> Take reasonable care for your own safety and that of others at their work. Accept the responsibilities in the course of performing your work with regard to the use of safety devices and protective equipment. Report safety hazards to minimise and control risk. Report immediately any incident or injury which arises in the course of your work. Ensure completion of induction, instruction and training prior to undertaking tasks. Ensure that you are not affected by the consumption of alcohol or drugs so as not to endanger your own safety at work or the safety of any other person. Ensure personal adherence to Council's WHS Policies, Guidelines, Procedures, Safe Operating Procedures and Safety Instructions.

CORPORATE ACCOUNTABILITIES
<p>All staff are required to observe the following corporate accountabilities:</p> <ol style="list-style-type: none"> Compliance with all legislative requirements. Understand and promote Council's Strategic Objectives and Core Values. Adhere to Council's plans, policies, guidelines and procedures which include the Customer Service charter, WHS Standards, Information Management, Risk Management plan and matters outlined in the Employee Handbook and Enterprise Agreement.

COUNCIL VALUES

Our work and decisions are guided by our Values. Our values underpin our actions and dealings with each other and the Community we serve. As representatives of Waratah-Wynyard Council, together we deliver important services to our great Community, we are committed to deliver quality outcomes by creating a workplace culture where people enjoy their work, feel valued and are proud to work to serve our Community.

RESPECT - People are heard, valued and respected. We are fair and equitable in all our practices.

PRIDE - We take pride in the quality of our service and standard of work we deliver. We serve each other and our community with integrity

CONNECTION - People are at the heart of all we do. We are inclusive and build relationships that foster trust and belonging.

SUSTAINABILITY - The impact we have on people and our environment is important to us. We make integrated and sustainable choices.

LEARNING - We are a learning organisation. We embrace opportunities for continuous improvement and innovation.

ORGANISATIONAL RELATIONSHIPS

Reports to: Director Community & Engagement

Direct Reports Nil

Internal Liaisons: The employee is required to operate as an effective part of Community & Engagement team and is expected to ensure professional and effective working relationships with the Executive Management Team, Senior Management Team and all staff throughout the organisation.

External Liaisons: The employee interacts with new Clients of Children's Services, Parents, Visitors and Volunteers, Colleges, Schools staff and students, Centrelink, Software Support provider, Contractors and various representatives of the community and other councils on behalf of the organisation. High standards of professionalism and customer service are expected, and the incumbent must display a positive and constructive approach towards Council and its activities.

PERSONAL ATTRIBUTES

- High level of personal integrity, confidentiality and discretion.
- Ability to maintain productive and efficient output in a busy work environment.
- Strong commitment to organisational goals and customer service with the ability to project a positive public image for Council through appropriate behaviour and attire.
- Inclusive communication skills with an ability to respectfully engage with and build relationships with others.
- Ability to contribute positively within a team environment and individually.
- Commitment to ongoing personal and professional development.
- Proactively utilises initiative, innovation and a commitment to continuous improvement.
- Ability to show initiative in planning, developing and implementing new skills, knowledge and ideas.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The employee exercises powers and duties within the classification of the role and as defined by policy, budget allocation and specified individual and departmental performance plans. Where decisions exceed their delegation, they will refer the matter to the Director Community & Engagement or delegated Officer.

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

Qualifications

- Completion of High School Certificate/School Certificate and a commitment to attaining a Certificate III or IV Business.
- Current Registration to Work with Vulnerable People (Child Related Activity Clearance)
- Current First Aid Certificate (or willingness to obtain)

Knowledge & Experience

- A passion for excellence in providing high level of customer service.
- Good level of communication skills – interpersonal, written and verbal and the ability to relate positively to team members, customers and other professionals.
- High level of numeracy skills and capability to handle cash.
- Demonstrated courteous disposition and helpful and friendly demeanour.
- Organisational and time management skills and ability to ensure confidentiality of information.
- The ability to work in a busy environment, at times under pressure, with accuracy.
- Exercises a degree of autonomy – however, work outcomes are supervised and supported.
- Experience online technology and willingness to use as part of your role.

SELECTION CRITERIA

Essential

1. Completion of High School Certificate/School Certificate and a commitment to attaining a Certificate III or IV Business.
2. Desire to work in a Customer Service and Administrative role.
3. Effective written, verbal and interpersonal communication skills with the ability to communicate effectively to a wide range of audiences.
4. Good level of computer literacy. Knowledge of Windows based computer applications, including Word, Excel and Outlook and the ability to learn to use industry specific software.
5. Ability to contribute to, and work within, a team environment in a positive manner.
6. Willingness to obtain Registration to Work with Vulnerable People (Child Related Activity Clearance)

Desirable

7. Demonstrated level customer service skills and experience.
8. Experience in an office environment including cash handling, data input and administration tasks.

ACCEPTANCE OF POSITION

I agree to the current requirements of this Position Description.

Employee Name: _____

Employee Signature: _____ Date: _____

General Manager Approval: _____ Date: _____