Position Description

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| **Position Title**  Trainee Administration Assistant – Outcome Tracking | **Reports to**  Outcome Tracking Manager |
| **Award**  Workskills Employee Collective Agreement (2017) | **Minimum Classification**  As per National Training Standard |
| **Hours of Work**  Full time  Monday – Friday 8.30 a.m. – 5.00 p.m. | **Dress Code**  Neat office attire, excellent presentation, well-groomed at all times |

**Prime Functions:**

* The Trainee Administration Assistant – Outcome Tracking is directed by and responsible to the Outcome Tracking Manager.
* The incumbent is expected to act in all duties with a high-level of confidentiality and maturity, and demonstrate a high level of commitment to the organisation and management.
* The Trainee Administration Assistant assists with a range of administrative support for activities pertaining to the Outcome Tracking Team.
* This is a computer based role that requires high attention to detail and the ability to multi task in a busy environment.
* Under supervision the Trainee Administration Assistant undertakes a variety of compliance based and administrative tasks with a high degree of accuracy in a timely manner.
* Conduct all duties in accordance with the Workforce Australia Services Deed and the Transition to Work Deed.
* Participate in Workskills ‘Ground Up Program’ and apply learned skills and knowledge to complete duties in the workplace, whilst working towards successful completion of a Certificate III in Business Administration.

**Principle Accountabilities:**

1. Administrative support
2. Outcomes and Wage Subsidy Support
3. Team work and personal responsibilities

**Duties:**

**1. Administrative support**

**End Result: Smooth operation of administration, meeting required deadlines and compliance with policies, guidelines and legislation**

* Create and maintain an accurate and up-to-date electronic filing and storing system
* Schedule and participate in meetings; gather and collate agenda items; prepare agendas; take detailed minutes; record, distribute and file all meeting correspondence
* Monitor claims office stationary supplies and replenish as required
* Accurate data entry, and maintain internal spreadsheets
* Provide administrative support to other staff and undertake general office duties as directed by the Outcome Tracking Manager.

**2. Outcomes and Wage Subsidy Support**

**End Result: Timely, efficient and effective administration and preparation of documentary evidence**

* Assist the Outcome Tracking Team to ensure all requirements for the administration of Outcome Claims and Wage Subsidies are completed, as per Departmental guidelines
* Assist with the preparation of reports and presentations as required
* File hard copy outcome evidence for outcomes claimed, including archiving as required
* Maintain a focus on the delivery of exceptional customer service to all areas of the business
* Liaise with Participants in relation to employment across multiple communication platforms
* Undertake other duties as directed commensurate with skills knowledge and experience.

**3. Team work and Personal Responsibilities**

**End result: A harmonious work place and a commitment to personal development**

* Abide by all Workskills policies and procedures and ensure that the Code of Ethics is followed at all times
* Participate in all individual and team Performance Reviews and monitoring activities
* Ensure compliance with WHS legislation and policies and promote proactive WHS strategies
* Contribute to Workskills Risk Management and Continuous Improvement processes
* Participate in staff meetings, training sessions, professional development opportunities and any other meetings as required
* Maintain a high level of personal presentation and be polite and courteous at all times
* Ensure that all colleagues, clients and stakeholders are treated with dignity and respect at all times.

**Selection Criteria:**

**Essential**

* Willingness and ability to undertake a Certificate III in Business Administration
* Self-motivated with sound organisational and time management skills
* Sound computer skills including:
  + Microsoft Office Suite
  + Outlook
  + Experience in e-mail procedures
  + Experience using a computer database for client records, or the ability to learn
  + Demonstrable competency in keyboard skills
* Possess sound interpersonal and written communication skills
* Ability and commitment to work as part of team
* Commitment to ensuring confidentiality in all areas of the business
* Demonstrated understanding of, and the ability to acquire administration skills including experience in:
* the use of current office technology and equipment
* maintaining filing systems
* Provision of a current satisfactory National Police Check, and a current Tasmanian Working with Children Registration or the ability to acquire.

**Work Health Safety and Diversity**

Workskills Incorporated is a decentralised employer with staff deployed across greater Hobart and Southern Tasmania. Staff may be transferred between locations according to business needs.

Workskills Incorporated is committed to high standards of performance in relation to workplace health and safety and the provision of equal employment opportunity. All employees are expected to maintain safe working conditions and practices and to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of discrimination and harassment from the workplace.

Workskills Incorporated promotes the introduction and application of information management systems and solutions to optimise its capacity to meet its business objectives. Consequently the successful applicant may work extensively with screen-based equipment.

All employees are expected to utilise information management systems responsibly and in accordance with privacy principles and Workskills Incorporated discrimination and harassment policies. All Workskills Incorporated employees must comply with the Code of Practice, the Safe Children and Young People Code of Conduct, The Service Guarantees and other contractual and legislative requirements under which the organisation operates.

The position is located in a smoke-free, office based environment. Smoking is not permitted in Workskills’ vehicles.

Vision:

Enabling positive change in Tasmanian communities through work, skills and cooperation.

Purpose:

To prepare Tasmanians for work; place Tasmanians in meaningful jobs; and help Tasmanians keep in employment - for the benefit of individuals, families and communities.

Values:

**Integrity**We do the right thing by each other, our clients, our stakeholders and the Tasmanian community. We are honest, ethical and fair. We match our commitments with outcomes.

**Respect**We respect the people we work with, focusing on their strengths, knowledge, skills and experience.

**Teamwork**We work collaboratively to achieve our goals. We are inclusive, bringing people from diverse backgrounds together to achieve common aims for mutual benefit.

**Innovation**We are adaptable, agile and think outside the box. We foster creativity, adopt technology, and embrace better ways of working.

**Performance**We are focused on achieving outcomes and we are transparent in measuring our impact.

We are committed to service quality and continuous improvement. We aim to be an efficient and sustainable organisation that helps Tasmanians over the long-term.

**Passion**We care deeply about Tasmanian communities, and use this passion to motivate people to achieve their goals in work and life.

**Accountability**Every staff and board member is accountable to themselves, and each other, for fulfilling our vision, purpose and values, and the strategic priorities set out in this plan.