

	Administration Assistant (Traineeship – Certificate III in Business) Position Description				MGR01
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Authorised By	I/CEO	Replaces		Page	1 of 3
Reason for Amendmentt					

POSITIONS DETAILS	ADMINISTRATION ASSISTANT (TRAINEESHIP – CERTIFICATE III IN BUSINESS)
LOCATION:	1 Lipson Street, Port Adelaide South Australia 5015
DEPARTMENT:	Operations
REPORTS TO:	Campus Manager
DIRECT REPORTS:	NIL
EMPLOYMENT	Full-time
CONDITIONS:	12 month fixed term contract (Contract of Training)
	Prescribed Position
RELEVANT AWARD:	Educational Services (Post-Secondary Education) Award 2010

KEY POSITION OBJECTIVES
The Administration Assistant (Traineeship – Certificate III in Business) will perform routine administrative tasks such as data entry, filing, and maintaining office supplies, while providing courteous customer service. You will assist in preparing and formatting documents, maintaining accurate records, and collaborating with team members on various projects. You will actively engage in training related to the Certificate III in Business, applying new skills to work tasks and ensuring compliance with company policies and confidentiality agreements.
The Administration Trainee will: • Be employed by Tauondi Aboriginal College, full-time for 12 months located at 1 Lipson Street, Port Adelaide South Australia. • Receive practical work experience whilst undertaking a nationally recognised Certificate III qualification at Tauondi. • Be required to satisfactorily complete a DHS Screening – Working with Children Check. • Driver's license is essential to the position.
KEY ACCOUNTABILITIES AND RESPONSIBILITIES
• Assist with General Administrative Duties: Perform routine administrative tasks including data entry, filing, photocopying, and maintaining office supplies to support the efficient operation of the office. • Customer Service Support: Provide courteous and effective customer service by answering phone calls, responding to emails, and directing inquiries to the appropriate staff members. • Document Preparation: Assist in preparing and formatting documents, presentations, and reports under the guidance of senior staff, ensuring accuracy and adherence to company standards. • Record Management: Maintain accurate records and files, both electronic and hard copy, ensuring all documents are easily retrievable and properly archived. • Team Support: Collaborate with team members to support various projects and initiatives, demonstrating willingness to learn and adapt to new tasks as required. • Professional Development: Actively engage in training and development activities related to the Certificate III in Business, applying new knowledge and skills to work tasks. • Compliance and Confidentiality: Adhere to company policies, procedures, and confidentiality agreements, ensuring all tasks are performed in compliance with relevant regulations. • Other duties as agreed.

The Employee shall perform the duties set out in the Position Description. These duties may be modified and updated by the Employer following agreement with the Employee.

PERSON SPECIFICATION

Skills & Knowledge:

- Prioritise workload and adapt working methods to achieve outcomes.
- Communicate and deliver effective customer service to all clients.
- Be at ease in a busy front line environment dealing with service customers.
- Take responsibility for own work, as well as for meeting deadlines.
- Support the administrative needs of other colleagues within the team.
- Use discretion and maintain strict confidentiality.
- Be resilient, flexible and show initiative.
- Be punctual and understand the needs of good time management.
- Use and apply computer skills including Microsoft Office suite.
- Effectively work as part of a team.

(Desirable)

- Knowledge of post-secondary education and/or vocational training

Personal Attributes:

- Has a positive attitude in assisting people, providing exceptional customer service and looking at ways to continuously improve.
- Can engage and build rapport with people easily, including young adults and youth.
- Use initiative to achieve greater results
- Understanding of Aboriginal and Torres Strait Islander cultures, protocols, practices and communities.
- Can maintain confidentiality.

Qualifications & Training:

- **(Essential) Completed Year 11 or above**
- **(Essential) Current DHS Working with Children Check (or prepared to obtain).**
- **(Essential) Responding to Abuse and Neglect – Education and Care Certificate (or prepared to obtain).**
- **(Essential) Current SA Driver's licence**

VISION and VALUES

Vision statement

The trusted Aboriginal owned and run community organisation enabling Aboriginal people to thrive and reach their full potential through high quality training & development.

Values

- **TRUST** Building strong relationships
- **ACCOUNTABILITY** Being observable and authentic
- **UNIQUENESS** Offering exceptional learning experience
- **OPEN** Creating business for new ideas and opportunities
- **NETWORK** Growing community and stakeholder footprint
- **DIVERSITY** Valuing cultures through respectful engagement
- **INTEGRITY** Conducting business truthfully and ethically

KEY RELATIONSHIPS

Internal

- Reporting to Administration Coordinator
- Working with
 - Education Team
 - Student Support Team (including Youth Service team)
 - Administration Team

External

- Aboriginal community members

- Public and private Aboriginal and non-Aboriginal organisations
- Industry and Enterprises (employers)
- External stakeholders

Acknowledgement

I..... acknowledge that I have been given a copy of this Position Description and that I have read and understand it.

Signed.....
(Employee)

Date ____/____/____

Signed.....
(Manager)

Date ____/____/____