

## Position Description

<b>POSITION TITLE</b>	Trainee Administration Assistant
<b>LOCATION</b>	Mount Gambier
<b>REPORTS TO</b>	Manager, Finance and Administration
<b>HOURS</b>	Full Time
<b>TENURE</b>	12 Months
<b>SALARY</b>	As per Miscellaneous Award 2020 plus superannuation
<b>SPECIAL CONDITIONS</b>	Some out of hours work will be required May be required to undertake intrastate/interstate travel Current Driver's Licence is preferable (this can include Provisional)

### OUR ORGANISATION

Regional Development Australia (RDA) is an Australian Government network of business, government and community leaders who work together to support the development of regional Australia. RDA Limestone Coast (RDALC) is a well-established regional organisation funded by local, Federal and State Government to build partnerships to develop strategies and deliver sustainable economic growth, infrastructure, and services to the region. RDALC Board Members are local leaders developing local solutions to local issues.

### POSITION SUMMARY

The Trainee Administration Assistant is an integral part of the RDALC team. You will be joining a collaborative and inclusive team, who will support you throughout your traineeship and provide you with guidance, encouragement, and the opportunity to contribute the delivery of a broad range of projects and programs. In this role you will be responsible for providing high level professional administrative support to the RDALC Board, staff, and our building sub-tenants.

Possessing excellent organisation skills and the ability to communicate with a broad range of people, you will undertake general administrative duties, assist with record keeping and document management, complete data processing, provide customer service, assist with Board and staff travel arrangements, and support the organisation of meetings, functions and events.

The Trainee Administration Assistant will also assist with the coordination of building and facilities maintenance. You will work closely with other staff at RDALC to achieve excellence in administrative service delivery and you will also assist the Communications Team as required. As a part of your role, you may, at times, be asked to perform reasonable duties outside the scope of this Position Description.

<b>KEY RELATIONSHIPS</b>	
<b>Manager</b>	Manager, Finance and Administration
<b>Direct Reports</b>	Nil
<b>Other</b>	<ul style="list-style-type: none"> <li>• RDALC Board Members and staff</li> <li>• Limestone Coast Local Government Association</li> <li>• Regional Councils</li> <li>• Business, industry and community groups within the region</li> <li>• Relevant Federal and State Government Agencies</li> <li>• Residents of the region</li> <li>• RDA organisations both in SA and nationally</li> </ul>

<b>ACCOUNTABILITIES AND OUTCOMES</b>	
<b>Accountability</b>	<b>Duties</b>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Undertake required training both at the worksite and at a Registered Training Organisation (RTO) to attain a Certificate III in Business as per the training agreement</li> <li>• Develop an understanding of and adherence to RDALC's Policies and Procedures</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Provide friendly, respectful, and a courteous welcoming of customers either face-to-face or on the phone</li> <li>• Answer and respond to daily enquiries received face-to-face, on the phone or via email</li> <li>• Prepare and distribute business communications</li> <li>• Provide support with word processing, copying, scanning, and filing</li> <li>• Provide support to the CEO and Chair in the absence of the Executive Support Officer</li> <li>• Participate with other staff in the general housekeeping of the office</li> <li>• Assist staff to manage the Fleet vehicle records</li> <li>• Assist management with Work, Health and Safety matters</li> <li>• Provide general administrative services to Board Members, staff, and building tenants</li> <li>• Maintain office supplies of stationery and amenities</li> <li>• Assist with the coordination of building and facilities maintenance</li> <li>• Draft correspondence (including emails) and monitor the RDALC generic email address</li> <li>• Assist other staff with day-to-day requests</li> <li>• Provide an appropriate level of discretion and diplomacy with information and work you are involved with</li> </ul>
<b>Board and Sub-Committee's</b>	<ul style="list-style-type: none"> <li>• Arrange Board and sub-committee meetings when required including travel, venue, catering, and Zoom meeting bookings</li> <li>• Assist with the preparation and distribution of the RDALC Board and sub-committee agenda package</li> <li>• Take meeting minutes when required</li> </ul>
<b>General RDALC Support</b>	<ul style="list-style-type: none"> <li>• Assist with data entry, record keeping and reporting</li> <li>• Assist with assembling information packs for RDALC functions</li> <li>• Support staff with research and prepare simple reports</li> <li>• Assist with information gathering for our eNews, <i>The Weekly</i></li> </ul>

<b>ACCOUNTABILITIES AND OUTCOMES</b>	
<b>Accountability</b>	<b>Duties</b>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Support staff with research and prepare simple reports</li> <li>• Prepare periodic financial workpapers</li> <li>• Assist with financial processes including annual reporting, budget preparation and asset management</li> </ul>

<b>TECHNICAL EXPERTISE (Qualifications, Skills, Knowledge and Experience Relevant to the Role)</b>	
<b>Technical Expertise (essential)</b>	<ul style="list-style-type: none"> <li>• High level communication skills (oral and written)</li> <li>• Experience in the use of Microsoft programs such as Outlook, Word, Excel and PowerPoint</li> <li>• Ability to develop good working relationships and maintain confidentiality when dealing with issues of a sensitive or personal nature</li> </ul>
<b>Technical Expertise (desirable)</b>	<ul style="list-style-type: none"> <li>• Previous experience or a keen interest in administration (you may have had experience in a previous part-time job, school or sporting committee)</li> <li>• An understanding of RDALC and the work we do in the Limestone Coast</li> </ul>

<b>PERSONAL QUALITIES</b>	
<b>Quality</b>	<b>Behaviours</b>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Develops effective working relationships and networks</li> <li>• Identifies opportunities to negotiate for improved outcomes</li> <li>• Deals with conflict effectively and escalates when appropriate</li> <li>• Shares information and knowledge as appropriate</li> </ul>
<b>Professional Approach</b>	<ul style="list-style-type: none"> <li>• Promotes a culture of respect and high ethical standards</li> <li>• Remains positive and recovers quickly from setbacks</li> <li>• Maintains professionalism and confidentiality</li> <li>• Constructively expresses own views and respects the views of others</li> </ul>
<b>Results Oriented</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for the delivery of quality and timely results, seeking assistance if required</li> <li>• Understands and meets expectations around quality of work and timeframes, seeking assistance if required</li> <li>• Uses initiative and acts on opportunities for continuous improvement</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Promotes and ensures a strong focus on customer service</li> <li>• Demonstrates a thorough knowledge of the services provided</li> <li>• Cooperates across work areas to achieve optimal outcomes</li> </ul>
<b>Strategic Focus</b>	<ul style="list-style-type: none"> <li>• Understands, supports, and contributes to strategic direction</li> <li>• Supports and responds positively to the drive for change and innovation</li> </ul>