

Position Description

POSITION TITLE: Business Administration Trainee

DEPARTMENT: General Manager's Office

REPORTS TO: Executive Officer

DATE PREPARED: 28/09/2021

POSITION NO:

GRADE: Trainee

DATE REVISED:

POSITION CONTEXT

Bogan Shire Council is committed to providing a comfortable country lifestyle by progressively improving the level of appropriate facilities and services and encouraging growth and economic development that is responsive to the needs of the community.

This position contributes to this goal through the provision of professional administrative and technically-focussed business support to the General Managers Office and People and Community Services Department.

MAIN JOB PURPOSE

The role of the Business Administration Trainee is to:

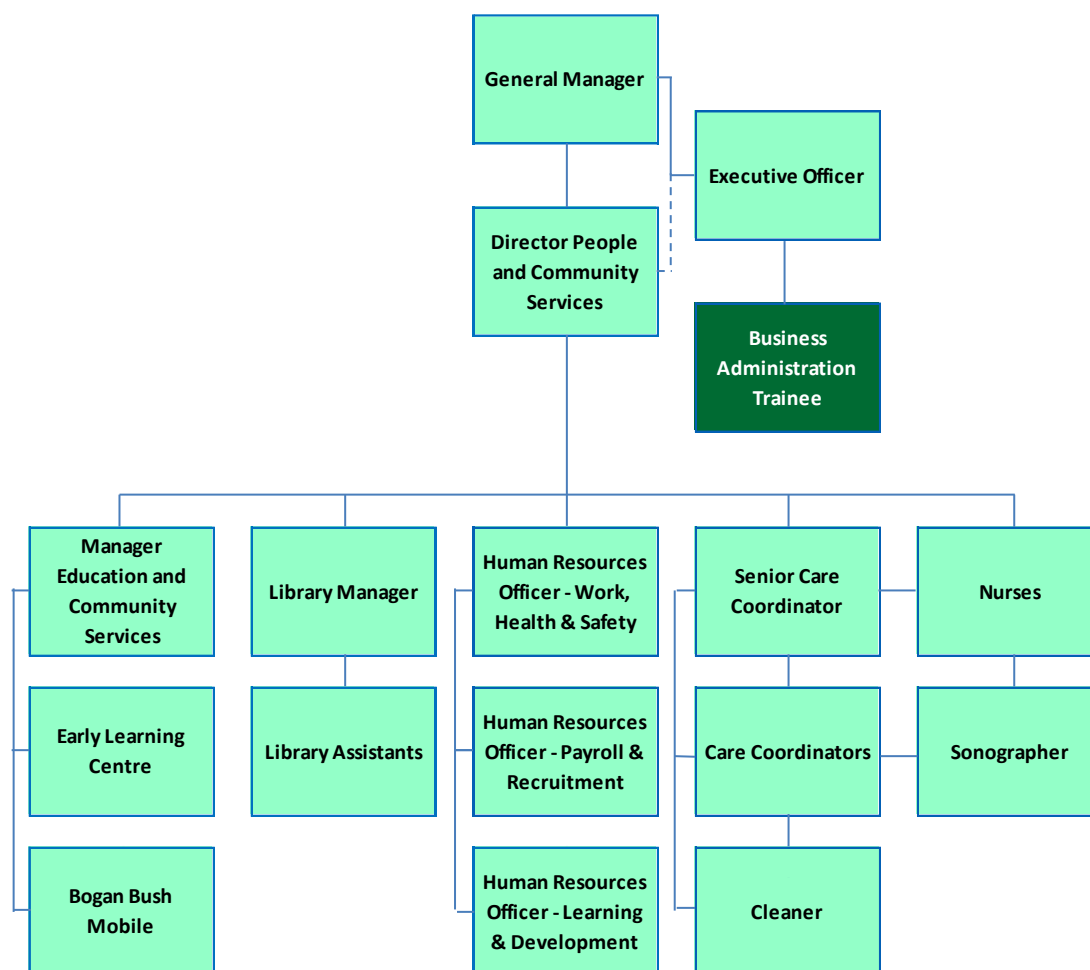
- Work closely with staff in a variety of settings across Council including General Managers Office, Bogan Shire Medical Centre and Early Learning Centre to provide responsive and courteous customer service and business administration support.
- Provide courteous, efficient and timely customer service to Council staff, ratepayers and general public, referring to the appropriate staff where required for follow up.
- Provide professional business support to the General Managers Office and People and Community Services Department to facilitate the efficient and effective functioning of those department.
- Under supervision of the Executive Officer undertake routine research, special projects and tasks.

COUNCIL VALUES

Bogan Shire Council has seven corporate values that guide our thinking, actions and decision making:-

- Having **respect** for other people.
- Providing responsive **customer service**.
- **Taking pride** in Nyngan and the greater Bogan Shire.
- **Working together** as a team to get things done.
- Being **accountable** for our decisions and actions.
- Acting with **integrity and honesty**.
- Demonstrating **strong leadership**.

DEPARTMENTAL STRUCTURE



KEY ACCOUNTABILITIES

The Business Administration Trainee has the following specific accountabilities in contributing to the provision of professional administrative and technically-focussed business support to the General Manager's Office and People and Community Services Department:

1. Provide support and relief to the Executive Officer as required.
2. Maintain Council's values and high customer service standards through prompt and courteous responses to verbal inquiries and written correspondence ensuring all matters are dealt with professionally, confidentially and with discretion.
3. Provide administrative support for the General Managers Office and People & Community Services Department by working closely with the Executive Officer, including coordinating calendar and appointments, accurate message taking, completing and filing paperwork, handling enquiries, complaints and any other general matters.
4. Establish and maintain effective working relationships, work independently with minimal supervision, be self-motivated and contribute positively within a team environment.
5. Process and update Council records and files, recording documents in Council's Electronic Documents Records Management System (TRIM) in line with Council policies and procedures.
6. Under direction of the Executive Officer complete a range of special projects including research, collating information and preparing reports and correspondence from this information on an ad-hoc basis as required.

NOTE: Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their grade level, in any role or area of Council.

KEY SELECTION CRITERIA

Essential:

1. Genuine interest in business administration principles, practices and systems, and a willingness to develop skills and knowledge to complete a Diploma of Business Administration or equivalent.
2. Possess organisational and time management skills, including proven ability to manage competing priorities, using these skills to plan daily, weekly and monthly tasks, adapting as situations change.
3. Proven attention to detail and accuracy, with the ability to proactively research and apply good judgement to issues that may arise, through relevant experience and proven problem solving skills.
4. Possess effective verbal and written communication skills with a clear understanding of confidentiality and discretion.
5. Be able to establish and maintain effective working relationships, work independently with minimal supervision, and contribute positively within a team environment and promote a polite and professional culture within Council.
6. Proven computer literacy in Microsoft office in particular Outlook, Word and Excel with aptitude in data entry and management and the capacity to adapt from other systems.
7. Have completed school studies to NSW Higher School Certificate (HSC) level and six months subsequent relevant work experience.
8. Hold a current class C, P1 or P2 drivers licence or obtain licence within 3 months of appointment.
9. Be an Australian Resident or equivalent or holder of a visa allowing permanent employment in Australia.

Desirable:

1. Current First Aid Certificate.

CONDITIONS

- Undertake and successfully complete study in Diploma of Business Administration.
- WHS Accountabilities and Responsibilities – this role is a designated ‘Worker’ role as defined under the WH&S Act 2011, with four (4) essential elements requiring an officer to:
 - Take reasonable care for his or her own health and safety.
 - Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
 - Comply with any reasonable instruction that is given by Council to allow Council to comply with WH&S Act 2011.
 - Co-operate with any reasonable policy or procedure of Council relating to health or safety at the workplace that has been notified to workers.

AUTHORISATION

I hereby agree that this role statement accurately reflects work requirements.

Supervisor: _____
Name Signature Date

Employee: _____
Name Signature Date