

# Administration Officer (Trainee)



## Context

Skills Impact is a not-for-profit, industry-owned organisation that works across Australia to benchmark learning and skills standards for industry. Through our work, learners and workplaces have access to nationally consistent skills standards and qualifications, supporting greater employment opportunities and industry competitiveness.

We collaborate with industry, government and training providers, to review and develop vocational units of competency, skill sets and qualifications. Working with industry and government, we are able to track industry trends and document skills opportunities and challenges.

Skills Impact employs highly motivated people who together can achieve results in an environment of shifting priorities and ambiguity; have the ability to develop relationships with diverse stakeholders; can manage multiple roles and diverse projects; see problem solving as an interesting challenge; and can generate innovative responses.

## Our Vision

Skills Impact has a significant role in Australia's industry focused vocational skills and learning system. A system that is widely recognised for delivering excellence for learners and industry.

## Our Mission

- Be respected and valued by key industry stakeholders.
- Collaborate with all aspects of the skills and learning system to develop national skill standards.
- Hold an enduring expert role as a valuable and contracted partner with government and
- Industry.

## Values and Behaviours

Skills Impact has developed values and behaviours based on:

- Delivering excellence to our clients, particularly the Australian Government via the
- Department of Education and Training
- Being respected and appreciated for the services we provide to industry (via its
- representative bodies) and its Industry Reference Committees
- Being recognised as part of an expert industry network and part of a training products
- network enabling industry to access up to date, fit for purpose qualifications and skills
- standards suitable for a wide range of users.

We will work in a way that is:

- Open, transparent, trustworthy, collaborative and respectful.

We will always consider ways to be:

- Adaptable, flexible, inquisitive, dedicated, conscientious and accountable.

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## Role Purpose and Scope

The Administration Officer (Trainee) will over time learn to undertake a wide range of administration functions to support customer service, communications, stakeholder liaison, project management and general administration activities. The position requires good organisational and written communication skills, attention to detail and a commitment to learn and continuously improve processes and systems.

Reporting directly to the Operations Support Manager, the Administration Officer (Trainee) will work closely with the Administration, Communications, Industry Engagement, and Industry Skills Specialists teams and other staff to support Skills Impact's contractual arrangements to the Commonwealth Government.

Given the dynamic nature of industry and workplaces, the Administration Officer (Trainee) needs to learn to be adaptable and responsive to change, able to work remotely and manage competing and changing priorities of the organisation and able to manage their own work schedules to deliver the required outputs at the right time. They will also build their capacity to maintain strong internal relationships in order to work effectively across Skills Impact.

This is a traineeship role that will require the individual to complete the BSB30120 Certificate III in Business (Customer Engagement).

## Key Result Areas

The responsibilities of the role may shift to meet changing priorities but can be expected to include the following activities:

### Administrative and Staff Support

- Answer phones and where required, transfer to the appropriate staff member or take and distribute accurate messages.
- Communicate verbally and in writing to answer enquiries and provide information recording enquiries in database.
- Assist finance in performing monthly account reconciliations (i.e. Corporate Traveller, Log Me In etc.).
- Maintain contact lists using MS Dynamics.
- Keep a record of staff movements in and out of the organisation.
- Organise and schedule meetings and appointments.
- Organise and book travel arrangements for internal and external stakeholders.
- Monitor the administration, travel and inquiries outlook inboxes.
- Support staff by working on presentations in power point and other media.

### Administration of digital communications and marketing platforms

- Upload and update website content.
- Compile, upload and format stories for news alerts and newsletters onto the newsletter platform.
- Carry out editing work on content prior to publishing.
- Support the administration of Skills Impact's other content management systems and CRM (customer relationship

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management) tools.

## **Support to develop internal communication materials**

- Draft and distribute a daily update to inform staff of important information and updates, including staff whereabouts.
- Consult with Skills Impact staff and work with the Communications Manager and Officer to write content for a weekly internal newsletter.

## **Stakeholder Support**

- Greet public and clients and direct them to the correct staff member.
- Monitor visitor access and maintain security awareness.
- Coordinate messenger and courier service.
- Event coordination, including catering and room hire.
- Ensure that the conference and meeting rooms are set up as required and following a meeting that the rooms are cleared.

## **Product and Organisation Support**

- Provide support for the creation of correspondence, reports and documents.
- Provide support with the uploading of documents into VETNet.
- Assist in the implementation and maintenance of office systems and work procedures.

## **To be successful in this role you will, by the end of your traineeship, display the following behaviours and attributes:**

- Excellent organisation and time management skills.
- Sound knowledge and skills in computer applications, including Office 365 (Word, Excel, PowerPoint), CRM, databases, word processing, presentations and spreadsheets.
- Excellent file management skills for version control.
- Strong attention to detail.
- Strong written and verbal communication skills.
- Ability to work remotely
- Ability to quickly learn new IT or web applications.
- A commitment to work successfully and positively as a part of multidisciplinary team and deliver outcomes and products under varying timelines.
- A willingness to following Skills Impact values as described in this position description, including being respectful in your approach to working with others.

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## Desirable

- An understanding of the vocational education and training sector and government.
- Experience in an administration role.

## Challenges

A key challenge to performing this role well is effective time management with a focus on priorities while being attentive to a range of organisational needs. Attention to detail, quality service and timely, accurate communication and documentation are essential to the role. This role also requires a focus on providing effective support to the whole team in a cooperative and supportive environment.

## Key Relationships

### Reports

- The position reports to the Organisation Support Manager and works closely with the Industry Engagement Administration Officer for general administration duties along with the Systems Administrator and Network administrator.
- There are no positions reporting to this position.

### Internal

- CEO / Executive Assistant
- Executive Managers
- Industry Engagement team
- Industry Skills Standards team
- Internal staff as required.

### External

- Department of Education, Skills and Employment
- Industry Reference Committees
- Technical Advisory Committees/ Subject Matter Expert Working Groups
- Partner organisations
- Peak organisations
- Enterprises
- Consultants
- other government departments and bodies as required.

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## Key Competencies

<p><b>Analysis and Judgment</b> Individuals who display this competency are able to identify and analyse issues and problems, consider alternatives, make sound decisions and commit to a course of action.</p>	<ul style="list-style-type: none"> <li>• Looks at problems from different perspectives, including the needs of different cultural groups</li> <li>• Breaks problems down into logical stages</li> <li>• Checks the quality, validity and relevance of information sought</li> <li>• Identifies issues, relationships and/or trends amongst information</li> <li>• Interprets and/or re-organises information and looks for alternative solutions to problems.</li> </ul>
<p><b>Communication</b> Individuals who display this competency effectively communicate with a wide range of people in all situations, both orally and in writing.</p>	<ul style="list-style-type: none"> <li>• Checks for mutual understanding</li> <li>• Adjusts communication style to suit the needs of the audience</li> <li>• Communicates key points clearly and concisely</li> <li>• Uses non-discriminatory language</li> <li>• Demonstrates understanding of cultural differences in regard to communication.</li> </ul>
<p><b>Customer Focus</b> Individuals who display this competency understand the success of Skills Impact lies in delivering excellent customer service. Success is dependent upon responding promptly to enquiries and providing accurate and up to date information.</p>	<ul style="list-style-type: none"> <li>• Demonstrates the importance of customer service by responding promptly to enquiries providing accurate and up to date information</li> <li>• Takes the time to understand the customer's needs and expectations</li> <li>• Identifies workable solutions to meet customer queries and expectations</li> <li>• Continually looks for ways to improve the level of customer service delivered</li> <li>• Follows up on both positive and negative feedback received.</li> </ul>
<p><b>Innovation</b> Individuals who display this competency question the way things are done, learn from past mistakes and generate new and creative ideas to improve the status quo.</p>	<ul style="list-style-type: none"> <li>• Proactively assesses own work patterns in order to improve efficiency and effectiveness</li> <li>• Takes the initiative and originates action required to improve the status quo</li> <li>• Considers past mistakes and practices and learns from them when considering and developing new ideas</li> <li>• Builds on ideas suggested by others to develop new solutions</li> <li>• Transfers processes used in one environment to a totally new environment.</li> </ul>
<p><b>Integrity</b> Individuals who display this competency are open, honest and consistent in behaviour and can be relied upon. They generate confidence in others through their professional and ethical behaviour.</p>	<ul style="list-style-type: none"> <li>• Deals with others in a respectful and fair way</li> <li>• Displays ethical and professional behaviour in all situations</li> <li>• Follows established organisational policies and procedures</li> <li>• Demonstrates openness and honesty when dealing with issues, day to day tasks and people</li> <li>• Displays a positive attitude towards and is receptive to multicultural issues</li> <li>• Follows through on commitments</li> <li>• Does not compromise own standards, despite pressures</li> <li>• Does not use information or their position for personal gain.</li> </ul>

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<p><b>Relationship Building</b> Individuals who display this competency are concerned with building and maintaining positive working relationships and networks useful to achieving the organisation's objectives.</p>	<ul style="list-style-type: none"> <li>• Builds and sustains appropriate positive and productive working relationships</li> <li>• Creates and sustains an appropriate image and profile of the area of work</li> <li>• Demonstrates an acceptance of and sensitivity towards different people and cultures.</li> </ul>
<p><b>Responsibility, initiative and Self-Management</b> Individuals who display this competency are self-driven to effectively plan and organise their work to achieve desired outcomes. They are proactive, remain focused, take action to overcome obstacles and follow through to completion. They take ownership to ensure outcomes are delivered without requiring other leaders to drive the outcomes.</p>	<ul style="list-style-type: none"> <li>• Identifies, allocates and manages time and resources required to achieve outcomes</li> <li>• Prioritises and actions tasks based on urgency and importance, modifying and reprioritising if the situation changes or if the initial approach doesn't achieve the desired results</li> <li>• Sticks to a task until the desired results are achieved efficiently and effectively within agreed timeframes</li> <li>• Perseveres in the face of adversity and resistance, with a 'can do' attitude</li> <li>• Successfully adapts to changing demands and conditions</li> <li>• Remains calm and is able to continue with the primary task and work effectively when faced with heightened levels of pressure/stress.</li> </ul>
<p><b>Generates Stakeholder Satisfaction</b> Individuals who display this competency understand and can practice behaviours that lead to stakeholder engagement and satisfaction. They listen to and understand the needs of internal and external stakeholders. Their behaviour resulting in meeting and exceed stakeholder needs to ensure satisfaction.</p>	<ul style="list-style-type: none"> <li>• Proactively manages the stakeholder relationship, ensuring stakeholders maintain an interest in working with Skills Impact</li> <li>• Thinks about issues from the stakeholders' perspective, understanding their area of work and their needs</li> <li>• Continuously looks for better ways to meet or exceed stakeholder expectations</li> <li>• Anticipates issues stakeholders will face in the future</li> <li>• Liaises with other areas of work to ensure a seamless service</li> <li>• Seeks feedback on the quality of service to stakeholders and takes action to improve services.</li> </ul>
<p><b>Teamwork</b> Individuals who display this competency show a genuine intention to work co-operatively with others in a team setting in order to achieve results and team goals.</p>	<ul style="list-style-type: none"> <li>• Contributes to and supports team activities</li> <li>• Accepts share of workload, to help others and the team</li> <li>• Demonstrates respect towards all other team members</li> <li>• Participates effectively in group discussions and activities and encourages others to do the same</li> <li>• Shares ideas/information, resources, and experience with team members</li> <li>• Supports team values and decisions, and models expected behaviours</li> <li>• Is open minded, listens to others points of view</li> <li>• Balances personal objectives with those of the team.</li> </ul>