

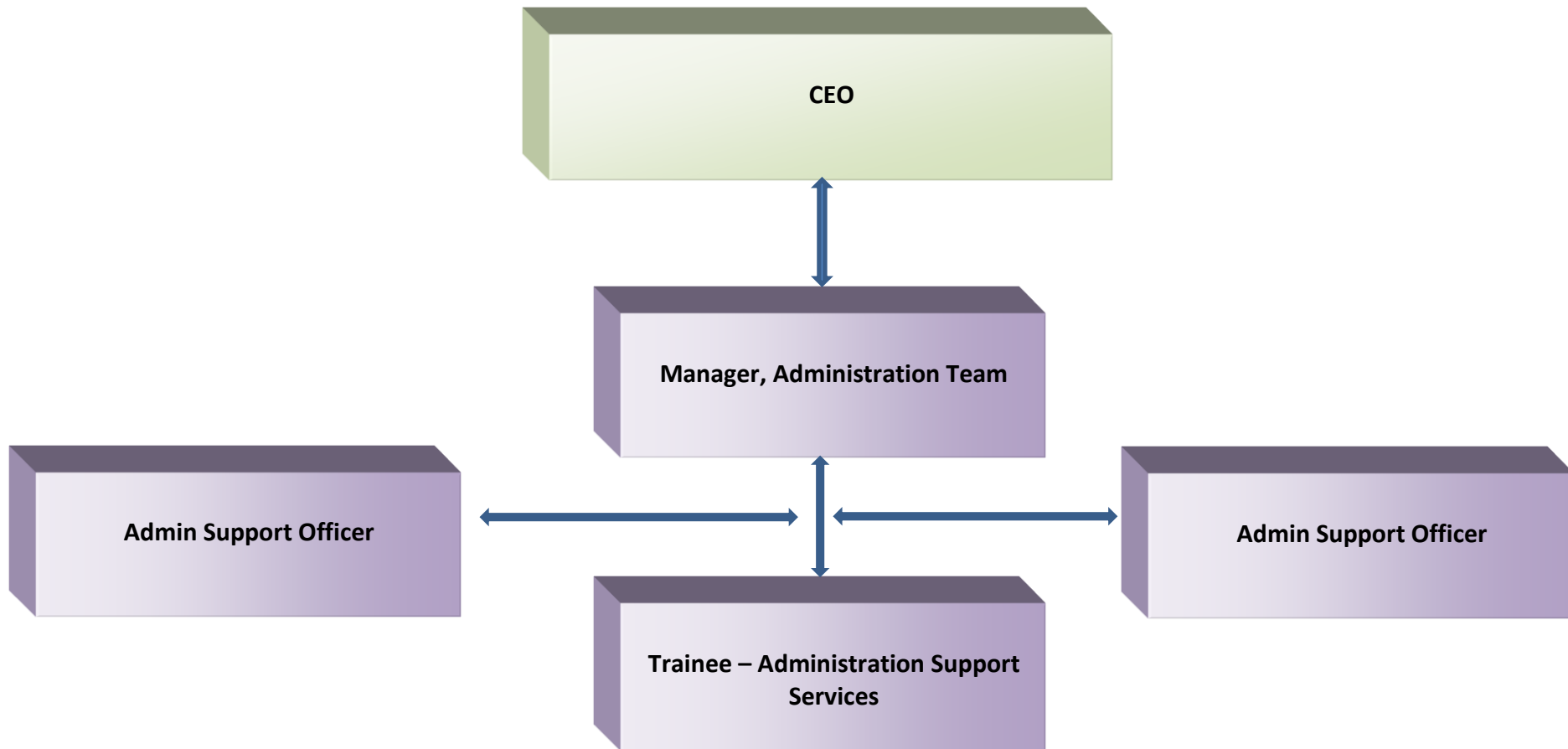


Position Description

Job Title	Trainee – Administration Support
Position Purpose	To support the provision of excellent administration services to enable the achievement of organisational objectives.
Responsible To	Reports to the Manager, Administration Team
Responsible For	<p>Under the guidance and direction of the Manager, Administration Team, this role is responsible for assisting with the following tasks:</p> <ul style="list-style-type: none"> ➤ Customer service and reception duties including managing enquiries via emails, face to face and by phone ➤ General administration duties including copying, scanning, filing, management of incoming and outgoing mail, ordering supplies, operating office equipment ➤ Rostering of staff including shift coverage ➤ Internal communications including production of newsletters ➤ Calendar management including arranging meetings for other staff, scheduling training sessions, arranging vehicle servicing, general property, and equipment maintenance ➤ Document production including service agreements, letters, memos, and policies ➤ Data entry including maintenance of registers and records ➤ Claiming & Invoicing processes ➤ Timesheet processing
Key Challenges	<ul style="list-style-type: none"> ➤ Managing competing priorities in a dynamic work environment ➤ Learning new systems, processes, and policies ➤ Communicating across teams
Key Results Areas	<ul style="list-style-type: none"> ➤ Contribution to rostering and shift coverage ➤ Contribution to office culture and operations ➤ Contribution to Payroll and Claiming processes ➤ Progress of your personal training and development goals

Position Description

A. ORGANISATION CHART:





Position Description

B. JOB REQUIREMENTS

Key Results Area 1	ROSTERING AND SHIFT COVER	
Key Tasks:		Success looks like this:
<ul style="list-style-type: none"> ✓ Assist the Administration Team to ensure that appropriate staff are allocated to all available shifts ✓ Ensure that information relating to roster availability and non-availability is accurate and shared with relevant members of the Administration Team promptly ✓ Ensure that feedback from clients is recorded and managed promptly 		<ul style="list-style-type: none"> ✓ All shifts are filled appropriately and on time ✓ Clients and staff report that we have achieved excellence in our rostering practices ✓ Rosters are produced and distributed on time ✓ Industrial and contractual obligations are met ✓ Staffing costs are controlled, and rostering errors/omissions are minimised

Key Results Area 2	OFFICE CULTURE AND OPERATIONS	
Key Tasks:		Success looks like this:
<ul style="list-style-type: none"> ✓ Contribute to improvements in current processes and practices ✓ Always reflect Montagu as a professional, trustworthy organisation committed to excellence in all we do 		<ul style="list-style-type: none"> ✓ Questions about current processes and practices and suggestions for improvements are discussed with the Manager, Administration Team ✓ The office culture of always working in the best interests of the people we support while also having fun is maintained



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Key Results Area 3	PAYROLL AND CLAIMING	
Key Tasks:	Success looks like this:	
<ul style="list-style-type: none"> ✓ Assist the Administration Team to ensure that payroll and claiming processes are conducted accurately and on time ✓ Ensure that information relating to payroll and claiming functions is accurate and shared with relevant members of the Administration Team promptly 	<ul style="list-style-type: none"> ✓ All payroll and claiming processes are conducted on time and without errors ✓ All required information is available to relevant members of the Administrative Team 	

Key Results Area 4	QUALIFICATIONS	
Key Tasks:	Success looks like this:	
<ul style="list-style-type: none"> ✓ Complete all training requirements in a timely manner 	<ul style="list-style-type: none"> ✓ Certificate 3 in Business is completed within 2 years 	



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C. PURPOSE AND VALUES REQUIREMENTS

Core Area of Responsibility 4	MISSION AND VALUES	
Key Tasks		
<ul style="list-style-type: none"> ✓ Actively support and model Montagu’s mission and values ✓ Always behaving in ways that contribute to a safe and healthy workplace that is free of discrimination, harassment and bullying ✓ Always behaving in ways that bring the values of: <ul style="list-style-type: none"> ✓ Respect ✓ Commitment ✓ Quality ✓ Accountability ✓ Responsibility ✓ Connection, and ✓ Integrity to life ✓ Seeking opportunities for further personal and professional development and being accountable for your own performance ✓ Always operate in line with established policies, practices and standards 	<ul style="list-style-type: none"> ✓ Quality Services are delivered that support Clients to live a valued and meaningful life, connected to their chosen community ✓ Montagu workplaces are safe, healthy, and productive ✓ Everyone is treated Respectfully ✓ Montagu Staff are Committed to always acting in the best interests of the people we support ✓ The Quality of services are regularly reviewed and improved to ensure the delivery of supports that are flexible and tailored to the abilities, needs and goals of the Client ✓ Montagu demonstrates Accountability by always doing what we say we will do ✓ Montagu accepts Responsibility for our performance, individually and collectively ✓ People supported by Montagu feel Connected to the purpose and performance of the organisation ✓ Montagu is viewed as an organisation of high Integrity as a result of our honesty, transparency, sincerity, and ethical approach in all that we do ✓ Montagu staff embrace learning opportunities 	



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D. RECRUITMENT INFORMATION

Competencies

- Honest and Reliable
- Well organised with the ability to manage competing tasks within a dynamic environment
- Well-developed communication abilities including listening, writing, and verbal skills
- Able to work as a member of a Team
- Good interpersonal skills
- Basic problem solving
- Computer skills: Microsoft Office - basic level

Experience and Qualifications

- Willing to work towards successful completion of Certificate 3 in Business is essential
- Work experience (including voluntary work) relevant to the role is desirable

Other Requirements

- Satisfactory completion of a Working with Vulnerable People check (essential)
- Satisfactory completion of a pre-employment health check (essential)
- Access to vehicle for work purposes, comprehensive insurance and a valid driver's licence (desirable)



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E. POSITION APPROVAL

CEO	
Approval date	

F. ACCEPTANCE

Name:	
date	