

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Administration Assistant – VAFS
<b>LOCATION:</b>	Melbourne
<b>REPORTING TO:</b>	Program Manager – VAFS
<b>DEPARTMENT:</b>	Victorian Apprenticeship Field Services

## PURPOSE STATEMENT

The primary purpose of this position is to provide an efficient, effective and timely range of administrative services to the program manager regulatory field services clients and staff in accordance with Busy at Work (BAW) organisation’s policies, procedures and client service standards. The position will also support the risk assessment function by taking overflow calls when RAS staff are not available.

## OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

## OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

## OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

## REPORTING

This position reports to the Program Manager – VAFS

## PRIMARY DUTIES

- General administrative duties, including word processing, data entry, preparation of reports.
- Proactively assist the Program Manager to achieve contract requirements such as Key Performance Indicators by monitoring performance and providing summary reports on volumes, timeliness and quality.
- Provide client liaison service in accordance with BAW requirements.
- Performing internal reviews of data quality as directed by the Program manager such as reviewing data quality in the JobReady system.
- Professional telephone duties including answering inbound and outbound customer service calls.
- Support the Risk Assessment (RAS) Function by taking calls when staff are not available.
- Performance of reception duties.
- Provide assistance to field staff in Business Support functions such as IT, vehicles, leave, travel, etc. coordinating with Head Office Business Support and HR.
- Administrative duties such as mail, correspondence handling and office security.
- Filing, and record control in accordance with BAW and contract requirements.
- Provide support services for the Program Manager including arranging travel, managing appointments as required.
- Other duties as directed by the Program Manager.

## KNOWLEDGE, SKILLS & EXPERIENCE

- High computer literacy essential with experience in word processing and spreadsheets/ databases, Ability to manipulate data in Excel to produce tables in reports.
- Use initiative and being capable of working independently or as a member of an extended team in line with organisational values.
- Possess the ability to rapidly acquire knowledge of services, policies and procedures to respond effectively to customer telephone, email and fax enquiries.
- Ability to multi-task in a fast paced environment.

## QUALIFICATIONS

- There are no mandatory qualifications for this position. However, formal qualifications relevant to the position will be highly regarded.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_