

# Administration & Compliance Officer



Position Description (R139)

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<b>Role Title:</b>	Administration and Compliance Officer
<b>Business Unit:</b>	Employment Services
<b>Role Location:</b>	All Locations
<b>Role Reports To:</b>	Senior Regional Manager
<b>Direct Reports:</b>	Nil
<b>Award Classification:</b>	Training and Placement Officer Grade 2

*Joblink Plus is an equal employment opportunity employer (EEO) and applications are encouraged from candidates of culturally and linguistically diverse backgrounds and Indigenous Australians. Joblink Plus employees show understanding and empathy for people from culturally diverse and disadvantaged backgrounds.*

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## **Purpose of the Role:**

1. Deliver high-end administrative support to all *jobactive* staff through effective and responsive communication, in a flexible and adaptive manner.
2. Provide exceptional customer service, prioritising tasks and managing workflow to meet deadlines

## **Role Duties and Responsibilities:**

1. Create and update Work for the Dole and education activities and/or schedules.
2. Review and update job plans to accurately reflect current status and compliance.
3. Monitor and update Early School Leaver and Employability Skills Training requirements, reports and follow-up.
4. Schedule clients' future appointments, rescheduling as required.
5. Perform administrative duties for the office whilst providing consistent high-end administrative support to frontline staff.
6. Assist clients and customers and respond to all enquiries in a timely manner.
7. Process supplier payments and associated administration.
8. Maintain accurate and timely data entry and appropriate reporting as required.
9. Manage the ongoing requirements of organisational and departmental systems.
10. Scan and upload documentation to Bridge and ESS systems.

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## General Accountabilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.
3. Demonstrate empathy and adequate cultural competence when dealing with people from diverse and disadvantaged backgrounds.
4. Minimise the company's exposure to risk.
5. Ensure consistent delivery of the highest level of customer service.
6. Deliver agreed outcomes, on time and in accordance with best practice principles.
7. To assist with the collation of all required evidence to support outcomes.
8. Develop an organisation environment that values and rewards integrity, trust and innovation.
9. Promote and implement the principles and practices of Equal Employment Opportunity (EEO) and Workplace Health & Safety (WH&S).
10. Promote and implement the principles of personal accountability with relation to discrimination in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions.
11. Apply continuous improvement principles and practices to all aspects of operation.
12. Maintain confidentiality in all Joblink Plus operations.
13. Develop and maintain solid working relationships with your Manager, team and stakeholders.
14. Work effectively as part of a larger team with the ability to work autonomously off site whilst marketing and liaising with employers and other stakeholders.
15. Conduct all relevant administrative functions in a timely and accurate manner.
16. Perform other duties as directed (within the skill range of the employee).

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## Essential Competencies

<b>Skills</b>	<p>Written and verbal communication, able to build rapport and sustain working relationships</p> <p>Able to assist and support job seekers from a range of cultural and linguistic backgrounds</p> <p>Business development, marketing &amp; networking capability</p> <p>Time management, able to multitask and meet strict deadlines</p> <p>Sound judgement, problem solving &amp; logical thinking</p> <p>Administration, reporting, computer applications, MS Office Suite</p>												
<b>Behavioural</b>	<table border="0"> <tr> <td>Resilience</td> <td>Teamwork</td> <td>Professional</td> </tr> <tr> <td>Empathy</td> <td>Autonomy</td> <td>Innovative</td> </tr> <tr> <td>Integrity</td> <td>Driven</td> <td>Adaptable</td> </tr> <tr> <td>Initiative</td> <td>Organised</td> <td></td> </tr> </table>	Resilience	Teamwork	Professional	Empathy	Autonomy	Innovative	Integrity	Driven	Adaptable	Initiative	Organised	
Resilience	Teamwork	Professional											
Empathy	Autonomy	Innovative											
Integrity	Driven	Adaptable											
Initiative	Organised												
<b>Knowledge</b>	<p>Barriers affecting job seekers</p> <p>Local labour market</p> <p>Privacy and confidentiality principles</p>												
<b>Experience</b>	<p>Employment services</p> <p>Working towards KPIs and/or targets</p>												
<b>Licences</b>	<p>Current Australian Class C drivers licence</p>												

## Desirable Attributes

<b>Qualifications</b>	<p>Employment Services, community services, youth or social sciences</p>
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## Organisational Structure



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## Acknowledgement:

I acknowledge that I have read and discussed this position description and understand my duties and responsibilities.

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Name

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Signature

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Date