

# Administration Consultant Trainee



## Position Description (R125)

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<b>Role Title:</b>	Administration Consultant Trainee
<b>Business Unit:</b>	Employment Services
<b>Role Location:</b>	All locations
<b>Role Reports To:</b>	Regional/Business Manager
<b>Direct Reports:</b>	Nil
<b>Award Classification:</b>	National Training Wage

*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.*

*The Joblink Plus purpose is to believe in and support all people, connecting them to the dignity and fulfillment made possible through education and meaningful work.*

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### Purpose of the position:

1. To provide administrative support and carry out general office and reception duties.
2. To support and case manage allocated clients from various programs, addressing their barriers to employment and assisting them to achieve their specified goals.

### Position Duties and Responsibilities:

1. Assist clients and customers and respond to all enquiries in a timely manner.
2. Perform administrative duties for the office and provide administrative support to staff as required.
3. Answer incoming calls and direct them to the appropriate personnel.
4. Maintain office equipment and supplies, referring any issues to the Manager.
5. Perform initial and follow up appointments assisting jobseekers with job search activities, including identifying and arranging specialised assistance.
6. Collaborate with the Consultants to develop personalised plans with clients where short and long term goals are identified.
7. Assist monitoring client attendance and participation in identified programs.
8. Support, mentor, motivate and empower clients to build on strengths and develop goals. Set objectives and activities to achieve these.
9. Liaise with regional support services to build referral options for clients requiring assistance with non-vocational barriers to employment.
10. Maintain accurate and timely data entry and appropriate reporting as required.
11. Access client funding and complete relevant documentation and contractual claims to ensure quality organisational outcomes.
12. Keep abreast of regional labour market trends and local education opportunities for clients.

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13. Participate in post-placement support activities with job seekers and employers, managing any issues or challenges to solution.
14. Build and maintain relationships with key stakeholders to effectively reverse market clients.

### 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 for 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. Develop an organisation environment that values and rewards integrity, trust and innovation.
8. Promote and implement the principles and practices of Equal Employment Opportunity (EEO) and Workplace Health & Safety (WH&S).
9. 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.
10. Apply continuous improvement principles and practices to all aspects of operation.
11. Maintain confidentiality in all Joblink Plus operations.
12. Develop and maintain solid working relationships with your Business Manager, team and stakeholders.
13. Conduct all relevant administrative functions in a timely and accurate manner.
14. Perform other duties as directed (within the skill range of the employee).

### Essential Competencies

<b>Skills</b>	Customer service and interpersonal skills Written and verbal communication, able to build rapport and sustain working relationships Time management, able to multitask and meet strict deadlines Sound judgement, problem solving & logical thinking Administration, reporting, computer applications, MS Office Suite Provide administrative support to a team		
<b>Behavioural</b>	Resilience Empathy Integrity Initiative	Teamwork Autonomy Driven Organised	Professional Innovative Adaptable
<b>Knowledge</b>	Privacy and confidentiality principles Barriers affecting clients		

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<b>Experience</b>	Administration, reception or customer service. Working towards KPIs and/or targets
<b>Licences</b>	Current Australian Class C or Provisional drivers' licence

## Desirable Attributes

<b>Qualifications</b>	Certificate III in Business
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## Organisational Structure



## Acknowledgement:

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

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Name

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Signature

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Date