

POSITION DESCRIPTION

POSITION TITLE:	Business Administration Trainee
REPORTING TO:	Service Delivery Manager
DEPARTMENT:	Various

PURPOSE STATEMENT

Under the guidance of the Service Delivery Manager, the primary purpose of this position is to ensure that the administrative and customer service activities required for the various programs are carried out in an accurate and timely basis along with successfully completing a traineeship in Business Administration.

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 Service Delivery Manager

PRIMARY DUTIES

- Provide administrative support to the program team;
- Provide excellent customer service to our internal and external clients;
- Respond to enquiries in a professional and timely manner;
- Supporting the team in the delivery of email communications;
- Participate as a member of an extended service team in line with organisational values;
- Manage own workload under supervision from the manager;
- General administrative duties as directed by the Service Delivery Manager
- Complete Traineeship requirements in the allocated period.

KNOWLEDGE, SKILLS & EXPERIENCE

- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations;
- Highly detail oriented, ensuring accurate inputting of information;
- Strong organisational and time management skills;
- Excellent communication skills and an approachable demeanour;
- Positive approach to a performance oriented culture, continuous improvement and changing work environment;
- Strong client focus and desire to be a part of a service organisation;
- Ability to operate in a highly ethical manner;
- Ability to undertake training as and when required by BUSY;
- Desire to be part of a growing, high achieving, successful service organisation.
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure.
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

QUALIFICATIONS

- No qualification required.

KEY DIMENSIONS

Key dimensions required within the role include adaptability, building high customer satisfaction levels, and the following:

- Managing work/time
- Communication
- Work standards
- Follow-Up
- Client focus
- Accuracy

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. This position may include travel.

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



Employee Signature: _____ Date: _____