



ADMINISTRATION TRAINEE
JOB & PERSON SPECIFICATION
AUGUST 2019

Please read these instructions carefully to ensure you submit an eligible application:

In a separate document to your resume and cover letter, please tell us about your skills and experience in relation to these five Essential Criteria:

1. High level of motivation and enthusiasm to learn;
2. Ability to work effectively as part of a team;
3. Ability to communicate effectively both written and verbally, with a diverse range of people;
4. Computer literacy with good keyboard skills in the operation of word processing, databases, spread sheets and other related programs;
5. Ability to manage workload and prioritise tasks to meet deadlines.

All applications must include:

- **A covering letter** to tell us about you
- A separate page containing **responses to the Essential Criteria**
- Your resume including details of **three referees**

Applications close **5pm Thursday 19th September 2019.**

Applications to:

Ms Brodie Papps

Operations Manager

Regional Development Australia Yorke and Mid North

Email: bpapps@yorkeandmidnorth.com.au

Post: 85 Ellen Street, Port Pirie SA 5540



An Australian Government Initiative



Local Government Partners

Clare Et Gilbert Valleys Council | District Council of Barunga West
District Council of Mount Remarkable | Northern Areas Council
District Council of Peterborough | Wakefield Regional Council
District Council of Yorke Peninsula | Regional Council of Goyder
District Council of the Copper Coast | Port Pirie Regional Council
District Council of Orroroo Carrieton

JOB AND PERSON DESCRIPTION

Administration Trainee



General information

Organisation: Regional Development Australia

Region: Yorke and Mid North

Location: Port Pirie (Southern Flinders)

Hours of duty: 37.5 hours per week

Type of appointment:

Ongoing

Term contract (1 year)

Casual

This position is funded by the Government of South Australia, and delivered by RDA Yorke and Mid North in partnership with local government authorities.

Our organisation

At Regional Development Australia Yorke and Mid North, we're committed to engineering growth and helping this region thrive.

The Yorke and Mid North (RDAYMN) covers the local government districts of Barunga West, Clare & Gilbert Valleys, Copper Coast, Goyder, Mount Remarkable, Northern Areas, Orroroo Carrieton, Peterborough, Port Pirie, Wakefield and Yorke Peninsula.

Such a diverse region requires a coordinated approach to building the region's infrastructure and economic development opportunities which ensure our communities are innovative, dynamic, connected and sustainable. Regional collaboration and partnerships are central to the growth of a strong region, and our business-savvy team works in partnership with business owners and community members to provide the hands-on support, resources and personalised advice required to succeed.

Our Board members are drawn from our region's industry and representatives from all tiers of Government.

The activities of the Board are funded by grants provided under contract by the Australian Government, South Australian Government and the Councils within the Yorke and Mid North region. The Board also bids for complementing grants for service delivery in related areas such as; training and employment, infrastructure development and business advisory services.

Our values

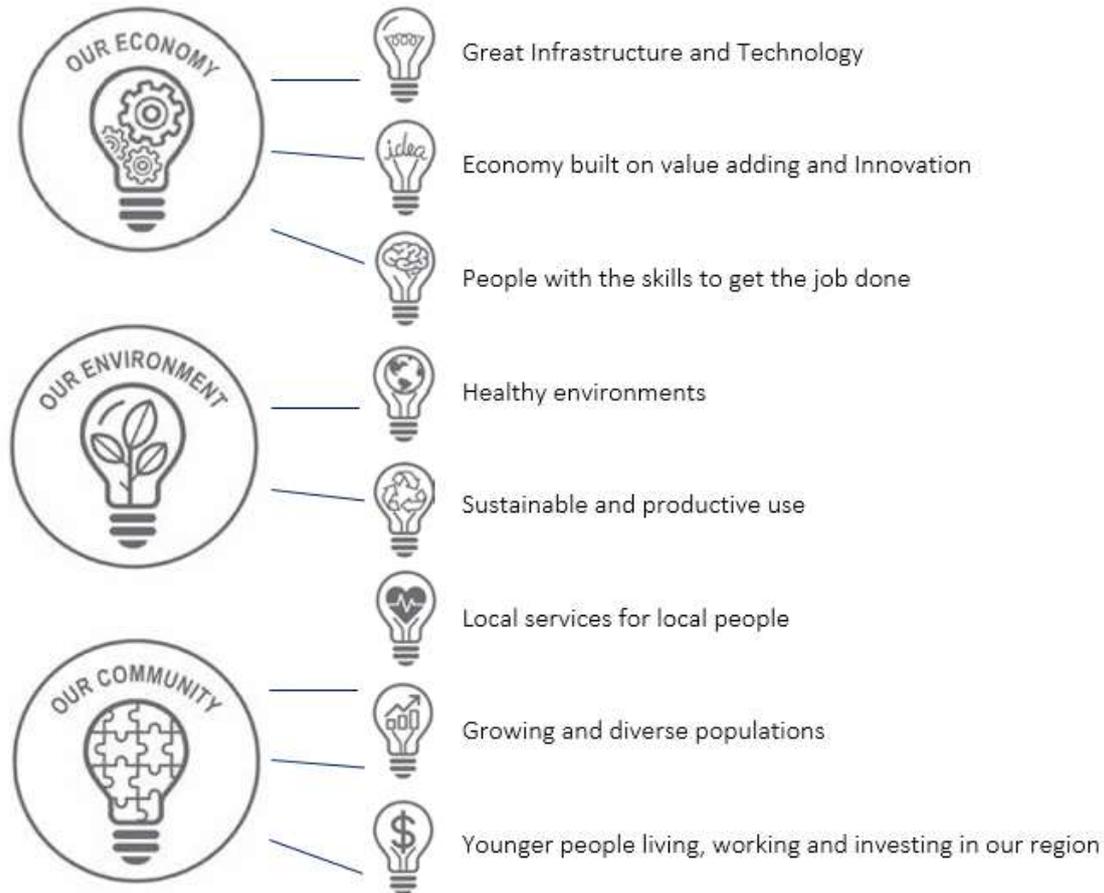
In all things we do, we will demonstrate to our community that RDAYMN is driven by:

- ✓ Professionalism: acting with integrity and transparency;
- ✓ Respect: demonstrating commitment to the our region and stakeholders;
- ✓ Innovation: continually challenging and improving what we do;
- ✓ Determination: being tenacious and enthusiastic in achieving our goals; and
- ✓ Effective Leadership: connected, progressive, supportive and focused.

Our expectations

That the role will be undertaken by a highly motivated individual, with exceptional communication skills.

All RDA Yorke and Mid North activities are aligned with the Regional Focus Areas.



About the role

The Administration Trainee will provide effective front office services and administrative support to the staff of RDA Yorke and Mid North in the Port Pirie office. Delivering professional reception and customer services (including answering telephone calls, receiving enquiries and providing a message service to all RDAYMN staff and building tenants), the Administration Trainee will provide the first point of contact for many visitors and clients. Delivering relevant information, assisting in the preparation of marketing and corporate documents, posting events and news items to our website and utilising our social media accounts, the Administration Trainee will deliver outstanding service and proactive administrative support to the Port Pirie staff and the wider RDAYMN team.

Key Relationships

- Communications Officer (day-to-day line manager)
- Operations Manager (as part of the Corporate Services team)
- Chief Executive Officer / Director of Regional Development
- RDAYMN Staff and building tenants in all three RDAYMN offices

- CEO's, Mayors and Councillors of Respective Local Government areas.
- Relevant SA Government representatives.

About the person

To achieve in this role, the incumbent will be driven to achieve results, highly motivated with enthusiasm to learn, communicates effectively with a diverse range of people, and works well both individually and as part of a team. With a high degree of communication skills, particularly in the operation of word processing, databases, spreadsheets and online programs, as well as the ability to manage and thrive in a fast paced environment, the Administration Trainee will proactively and effectively assist the RDAYMN team to deliver organisational outcomes.

Understanding of social media, elements of graphic design and corporate communications will be an advantage.

Qualifications

Nil

A 12 month traineeship with a Certificate III in Business or similar (nationally recognised qualification) will be completed by the incumbent during their employment.

Key results

- The provision of proactive and professional administrative support to the staff of Regional Development Australia Yorke and Mid North, its Board members and clients;
- Deliver professional reception and customer services (including answering telephone calls, receiving enquiries and providing a message service to all RDAYMN staff and building tenants);
- Set the tone for RDAYMN's Services by treating all people with respect, courtesy and dignity;
- Deliver information to those who walk in to the office without an appointment;
- Assist the Communications Officer to deliver tasks and projects including collation and production of corporate documents, tenders, communications and project plans, the Annual Report and other documents as required;
- Assist and work with others to record and report on the activities of Regional Development Australia Yorke and Mid North, including updating our internal database Insightly;
- Posting items to social media from the RDAYMN accounts and sub-accounts, and developing other communications of the organisation, including the collation and publishing of multiple monthly newsletters to our mailing list and graphic design of corporate documents including invitations, media releases, presentations and other marketing collateral.
- Respond to telephone enquiries and make reminder calls;
- Data entry using Microsoft Excel and our online CRM tool – Insightly
- Develop a comprehensive list of Southern Flinders contacts within Insightly, and performing data cleaning duties to ensure information remains up-to-date
- Use Wordpress to post information to the RDAYMN website including vacancies, training courses and information from regional service providers and business events;

- Organise venues, catering and other requirements for meetings and events on behalf of staff both within the local office (Port Pirie) and for RDAYMN Corporate functions and board meetings across the region as required;
- Log incoming correspondence, and onward sending mail and other items to staff and building tenants;
- Handle petty cash for the Port Pirie office;
- Observe all Occupational Health Safety & Welfare policies and legislative requirements, represent the Port Pirie office on the WHS Committee, actively attend WHS Committee meetings and take responsibility for following up actions and issues identified at these meetings related to the Port Pirie office;
- Use of office equipment including telephones, fax machine and photocopier for own purposes, as well as assisting other RDAYMN staff and tenants with their requirements;
- Other administrative duties as required.

Special Conditions

- Some out of hours work may be required;
- A twelve month traineeship with a Certificate III in Business or similar discipline will be completed by the incumbent during the contract period;
- The incumbent will be provided with 7.5 hours per week to focus on their studies, ideally located within the Port Pirie office;
- It is preferred that the incumbent holds and retains a current Driver's Licence applicable for use in South Australia for the whole of the term of appointment;
- The successful candidate will be required to provide a current South Australian Police Clearance Check and Child Safe Environment certificate.

Capabilities

Networks/Relationship Building

Works collaboratively in developing productive working relationships and partnerships. Develops and maintains a network of contacts across the government, industry and community sectors to facilitate achieving objectives.

Communication

Communicates effectively with a wide range of people, adapting style to match the audience and situation. Communicates complex ideas clearly, confidently, fluently and articulately, both verbally and in writing.

Business and Commercial Acumen

Understands and operates successfully in a commercial environment and ensures sound commercial principles are applied with discernment to all aspects of area of responsibility.

Strategic Focus

Maintains clear sense of strategic direction within organisational context. Persistently builds and sustains momentum and direction in a challenging environment.

Professional & Technical Knowledge

Demonstrates in-depth knowledge in economic and social development with a regional context.

DOCUMENT INFORMATION

<i>Document:</i>	<i>Reference:</i>	<i>Date:</i>	<i>Author</i>
People & Employment	Job and Person Description – Administration Trainee	26 August 2019	Operations Manager