

Position Description

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| Title | Business Administration Trainee |
| Business Unit | Housing and Crisis Support |
| Location | 105 Dana Street, Ballarat |
| Employment type | Maximum-term, Full time (12 months) |
| Reports to | Coordinator Housing and Crisis Response |

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Business Administration Trainee will provide administration support to the Housing and Homelessness Services, while completing on-the-job training in Certificate III Business Administration (or Certificate IV Business Administration, to be negotiated with the successful applicant).

2. Scope

Budget: NIL

People: NIL

Position Description

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3. Relationships

Internal

- All other staff members of Uniting Workforce

External

- Members of the general public
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4. Key responsibility areas

Service delivery

- Provide excellent customer service to both internal and external customers.
- Greet all visitors and clients presenting at reception and telephone calls, in a professional, welcoming and prompt manner, referring to appropriate services as required, ensuring a positive public image of Uniting.
- Maintain a high level of confidentiality and discretion in the handling of a wide range of information and projects
- Prompt receipting and distribution of mail, including taking mail to post office at the end of each day.
- Complete general administration duties, e.g. document preparation, photocopying, filing, faxing, emailing, managing incoming and outgoing mail in a thorough and timely manner.
- General and routine administration tasks. This may include data input; document production; electronic and hardcopy file management and property maintenance reporting.
- Ensure the reception and waiting areas are tidy and well presented.
- Provide minimal assistance with fleet car bookings if appropriate.
- Maintain a list of staff and phone extensions and provide this to new employees.
- Provide administrative support throughout Housing and Homelessness Services if required.
- This position may be required to open and close reception area and commence work prior to 9am if necessary.

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Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Person specification

Qualifications

- Eligibility for a traineeship

Skills and Experience

- Excellent skills in MS Office applications, including Excel and Word.
- Excellent interpersonal and communication skills;
- Experience in a customer service or administration role is desirable.
- Demonstrated understanding of strategies to deal with difficult customers or clients is desirable.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated experience with the operation of a variety of Windows based applications and databases, and word processing skills.
- Ability to prioritise work and perform tasks with a high level of accuracy and efficiency.
- Well-developed written, oral and interpersonal communications skills.
- Ability to work as part of a team.

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

| | Employee | Manager |
|------------|-----------------|----------------|
| Name: | | |
| Signature: | | |
| Date: | | |