
Position Title:	Employment Administration Assistant	
Award:	LMAI AA	
Reports to:	Regional Manager	
Portfolio / Department:	Employment	
Authorised by:	Chief Operating Officer – Employment and Education	Date Reviewed: 05/10/2023

JOB FOCUS

The Employment Administration Assistant will provide a range of efficient and professional administrative assistance and customer service support to ensure effective Employment Services operations across the region(s).

KEY RESPONSIBILITIES

KRA 1 – Administration / Customer Service

- Under direction of the Regional Manager or delegate, assist with the provision of a range of administrative and general office activities including:
 - Word processing and data entry.
 - Respond to telephone and email enquiries effectively, providing accurate information and/or directing communication to the relevant parties.
 - Records management, including filing (hard copy and electronic), document control and archiving.
 - Collecting, processing and distribution of incoming and outgoing mail.
 - Raise purchase orders and administer the process for payment of invoices.
- As directed, assist with the provision of a range of general administrative tasks to support the operational functions of the sites.
- Develop knowledge and understanding of SYC Employment Services and broader areas of operation.
- Approach all duties with a sense of urgency and purpose.

KRA 2 – Corporate Accountabilities

- Always operate, comply, and behave in a professional and conscientious manner, consistent with both the letter and the intent of the Code of Conduct and in accordance with SYC's Mission, Vision, and Values.
- Work to achieve all agreed Key Performance Indicators (KPIs).
- Actively participate in the SYC Employee Development Program (EDP) and undertake training as directed.
- Adhere to and comply with all SYC policies and procedures, quality and compliance systems, and all relevant contracts, agreements, standards, legislation, and regulations as amended from time to time.
- Demonstrate a strong commitment to cybersecurity by adhering to all relevant policies and procedures, undertaking cybersecurity training, being vigilant to cybersecurity risks, and to the protection of SYC's sensitive information and data assets.
- Uphold SYC's commitment to inclusion and valuing diversity by fostering an environment free from discrimination and harassment, that promotes, encourages and is respectful of workplace diversity and gender equality.
- Conduct any other duties that may reasonably be expected of you from time to time.

KRA 3 – Work Health and Safety

- Take reasonable care and act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all SYC Health, Safety, Environmental and injury management policies and procedures, and all legislative requirements.
- Report all hazards, incidents, injuries, unsafe acts, or conditions in line with SYC procedures and comply with any reasonable instruction.
- Correctly use any personal protective equipment and safety devices provided and do not intentionally or recklessly misuse or interfere with anything provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

ROLE FIT

➤ QUALIFICATIONS / REQUIREMENTS / SPECIAL CONDITIONS

Essential

- Must be willing to complete relevant employment screening and to maintain requisite clearances or checks as required.

Desirable

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KEY SELECTION CRITERIA

➤ EXPERIENCE, SKILLS, AND ATTRIBUTES

Essential

- Neat, professional personal presentation and a friendly, engaging, and enthusiastic manner regarding all interactions with both employees and visitors to SYC.
- Honesty, integrity, and confidentiality.
- Willingness to learn, and to ask questions and seek further information or clarification where required to successfully achieve outcomes.
- Typing / computer literacy skills, with exposure to Office365, particularly Outlook and Word.

Desirable

- Previous administration assistance experience.
- Communication skills, both written and verbal communication, including the ability to answer telephones and draft general documentation including emails and correspondence.
- Work effectively as a member of a team to deliver quality services and collaboratively achieve outcomes.
- Time management and organisation skills, able to plan, prioritise and achieve outcomes and to successfully meet deadlines.
- Able to demonstrate knowledge and/or understanding of Government Employment Services.
- Shows respect and sensitivity towards people from diverse cultural backgrounds, and a willingness to learn, be flexible and adapt one's approach to suit the environment.

Signature below signifies the employee has read, understood, and accepted that this document is representative of the duties to be performed.

Employee Name _____

Employee Signature _____

Date _____
