

# Field Administration Officer - Level 3 (HU-FA020)



*This form comes from the following departmental process:* Human Resources – Functional Statement, AANNT

<b>Position Title:</b>	Field Administration Officer
<b>Business Unit:</b>	Australian Apprenticeships Support Network
<b>Location:</b>	Darwin
<b>Classification:</b>	<b>Level 3</b> Starts from \$52,808 pa
<b>Status:</b>	Full-time (38 hrs. per week) Contract
<b>Probation period:</b>	3 months (if applicable)
<b>Responsible to:</b>	AASN Operations Coordinator and AASN Manager Australian Apprenticeships Support Network Manager
<b>Preparation Date:</b>	May 2020

## **This position is responsible for:**

The Field Administration Officer will be required to work independently whilst providing field administration services to Employer, Apprentices, and other stakeholders.

This position will be responsible for conducting progress contacts and remote sign ups. This position will also be responsible for the monitoring of shared mailboxes and filtering incoming call for field related services.

## **Statement of specific accountabilities**

### **Field Services**

- Assist Field operations with administration tasks
- Enter risk assessments
- Assist with internal and external queries
- Assist with various internal and external reporting
- Assist with obtaining school-based endorsements in preparation for sign ups
- Preparation of leads report for weekly Sales Marketing Reports – email a list of leads created that week and last date actioned for SNO to add to weekly report
- Prepare good news stories
- Conduct visits
- Conduct remote sign-ups over the phone and visual electronic means.
- Provide in-training services to external clients

### **Registration, Terminations & Variations**

- Follow up completion requests with Registered Training Organisations/Employers, as appropriate
- Follow up cancellation requests, as appropriate
- Follow up registration discrepancies, as appropriate
- Liaise with Employer, Apprentices', and Registered Training Organisations in relation to variations
- Work in accordance with updated contract guidelines and maintains effective communication with supervisor in relation to implementation issues.

## Customer Service

- Follow AASN complaints handling process in dealing with complaints
- Exercise a high level of interpersonal/customer service skills in dealing with all prospective and existing clients
- Manage quality customer services.
- Deal efficiently and effectively with telephone and other queries to or from clients
- Receive and relay oral and written messages.

## Other General GTNT position accountabilities

### Policies and Procedures

- Assist in the preparation, review and implementation of finance related policies and procedures for inclusion in the QMS.
- Assist with ensuring all section staff are aware/trained in and comply with company policies and procedures.

### Workplace Health and Safety

- Ensure a safe work environment
- Follow all WHS policies and procedures
- Report all hazards and accidents to their supervisor/manager
- Take all reasonable and practicable steps to ensure your own health & safety and that of any other persons who may be affected by your actions.

## Customer Service

- Exercise a high level of interpersonal/customer service skills in dealing with all prospective and existing clients
- Manage quality customer services.

## Team

- Facilitate work teams and value individual differences and diversity.
- Establish effective workplace relationships with groups and individuals.
- Participate in business planning activities as required.
- Participate in company and divisional meetings, and training activities.

## Additional Information

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including: GTNT policies/procedures and protocols located in the Quality Manual System.

- Privacy Act.
- Equal Employment Opportunity Act
- Work Health and Safety Act.
- Government/Industry Code of Conduct.
- Training and Skills Development Act 2016.
- Australia Fair Pay Condition Standards.
- Anti-Discrimination Act.

The incumbent can be expected to be allocated duties not specifically outlined within their position description, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Key Result Areas will be negotiated as part of the regular performance planning and review processes.

Must demonstrate company values; *Be Accountable, Be Innovative, Integrity is Everything, Customer Service Excellence, Respect Everyone and Think Safe Be Safe.*

## Selection criteria

- Completion of or progress towards Certificate III in Business or related field with subsequent relevant previous experience in similar field.
- Commitment to providing high quality services to internal and external clients.
- Capacity to meet extremely tight deadlines whilst being systematic in approach to work.
- Proven reliability with attendance and ability to work effectively as part of a highly disciplined team and independently to achieve common goals.
- Demonstrated ability for attention to detail and complete accuracy in respect of administrative work.
- Sound level of oral and written communication skills, with the ability to relate to a wide client group.
- Ability to complete duties as per company policy and procedures and in accordance with all relevant legislative requirements

## Training and Professional Development

### Position Training Requirements

- Completion of Certificate III Business (Administration) or similar.

### Additional Company Training Requirements

- Cross Cultural Awareness Training
- WHS Awareness Training

Positional training requirements is subject to budget constraints and group enrolment availability. Positional training requirements is not classified as mandatory.

## Remuneration Package

<b>Annual leave:</b>	5 weeks
<b>Sick leave:</b>	2 weeks
<b>Superannuation:</b>	In line with super guarantee charge
<b>Additional Benefits:</b>	Health and Well-being Package

All other conditions are in accordance with the current GTNT Certified Agreement and company policies and procedures.

The position will be expected to undertake other duties within the department to ensure coverage during staff absences.

I, \_\_\_\_\_ confirm I have read and understood my functional statement. I have a Complete understanding of my role and responsibilities as outlined in this document. I acknowledge I may be required to undertake additional tasks outside of my functional statement that are reasonable and as directed by my manager.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

<i>This form also relates to the following other forms:</i> Nil
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