

Gateway Administration Officer (Alice Springs) (HU-FA023)



This form comes from the following departmental process: HUM-FG Functional Statements, Employment Services

Position Title:	Gateway Administration Officer – Alice Springs
Business Unit:	Employment Services
Location:	Alice Springs
Classification:	Level 2 \$46,380 - \$50,916 pa Commencement salary dependent on previous skills and knowledge
Status:	Contract - Full-time 38hrs per week
Probation period:	3 months (if applicable)
Responsible to:	Australian Apprenticeships Support Network Manager
Preparation Date:	June 2021
Approved by:	Human Resources Manager

This position is responsible for:

- Responsible for the efficient delivery of reception, administration, client support and gateway services for the GTNT Group Employment Services and AASN Services departments in the southern region.
- Provide a high level of administration and recruitment services.
- Provide a high level of customer services and quality information to assist with increasing Australian Apprentice numbers across the Northern Territory.
- Provide positive and professional relationships with key clients and stakeholders.
- Demonstrate and align with company values.

Statement of specific accountabilities

General Administration/Reception (Employment Services)

Undertake administrative support, maintenance and processing within a range of quality systems, procedures and policies including:

- Welcome and conduct on-site induction for all visitors, determine nature of business, and announce visitors to appropriate personnel.
- Prepare and process all documentation in relation to commencements, progressions, completions, terminations of all Apprentices to the Australian Apprenticeship Support Network NT.
- Assist with Training Agreement/Contract responsibilities and ensure best practice in the preparation of Employer and Employee Agreements and all associated internal documentation for payroll and invoice advice
- Prepare required documentation for Apprentice/Trainee transfers/rotations, withdrawals and completions
- Prepare required documentation of sign-up kits for Host Employers and Apprentices
- Follow up on outstanding timesheets and investigate any resulting queries
- Maintain apprentice/host records in Navision and client record files in a timely manner
- Liaise with Registered Training Organisations for the purpose of administration requirements for training plans and results for Apprentices/Trainees
- Follow up Apprentice/Trainee incentives (weekly) for the southern region
- Enter and file all correspondence efficiently and accurately (site visits/profiling etc.)
- Assist Management with audit requirements (as required).
- Prepare reports and any other documentation as required
- Deal efficiently and effectively with telephone and other queries from clients.
- Provide backup support to the Client Project Officer when required.
- Receive, sort, and distribute mail daily, and prepare mail for posting and deliver to post office.

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- Maintain administration inbox and action/respond in timely manner (if required)
- Order, receive, and maintain office supplies.
- Maintain region archival records.
- Perform other clerical duties as needed, such as filing, photocopying, and collating.
- Manage the Petty Cash system.
- Retrieve messages from voice mail and forward to appropriate personnel.

Recruitment (Gateway) Services

- Ensure contractual compliance in accordance to all GTNT Group and AASN contracts.
- Provide recruitment services to identified clients.
- Provide accurate and quality recruitment information or advise all clients.
- Provide face-to-face and over the phone/online consultations with prospective Australian Apprentices and/or employers.
- Conduct aptitude and other testing and ensure accurate resulting.
- Conduct reference checks.
- Coordinator scheduling of medical and psychometric testing as required.
- Assist with job vacancy information from employers.
- Assist with provide shortlisting report to relevant business's and Host Businesses.
- Ensure all recruitment services are conducted in a timely manner.
- Provide high level and accuracy with entering and maintaining all client records in reporting systems e.g. Navision, JobReady Direct, Jobready Active, DELTA.
- Assist the Regional office in relation recruitment, administration, sales and marketing when required.
- Assist and liaise with Darwin office recruitment department to meet recruitment requirements and deadlines
- Provide backup support to the Gateway Officers when required.

Customer Service

- Provide high level of quality advice and service to internal and external clients.
- Provide timely and accurate advice and information in a professional manner to all clients and stakeholders.
- Promptly respond to all internal and external clients.
- Promote and market GTNT Group products and quality service schemes.
- Deal with client relations, inquiries and all associated paperwork.
- Promote links with industry, business and training providers Welcome on-site visitors, determine nature of business, and announce visitor to appropriate personnel.

Marketing/Sales

- Assist with achieving marketing and sales targets.
- Attend events and promote Australian Apprenticeships through presentations and through various networking activities such as schools, expos, chamber of commerce events to all relevant stakeholders.
- Develop and maintain relationships with existing and prospective clients
- Provide support as required to source new Host Businesses by undertaking cold calling, following leads, face-to-face sales and any other methods to increase Host Business numbers
- Reverse market Australian Apprentices to appropriate vacancies

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Room Hire

- Receive and coordinate bookings for Alice Springs room hire
- Maintain a register of bookings and provide information to Accounts for invoices
- Manage room hire requirements (set up, customer service provision during the use and clean up after use)
- Organise client catering (if required) from supplier

Other General GTNT Group 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.

Team

- Establish effective workplace relationships with groups and individuals.
- Participate in business planning activities as required.
- Participate in company and divisional meetings, and training activities.
- Arrange Central Region staff travel arrangements as required.
- Assist Central Region staff with travel acquittal claims and completing required spreadsheet/documents.

Additional Information

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including: GTNT Group 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.
- Northern Territory Employment and Training Act.
- 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.

The incumbent must possess a current manual Northern Territory driver's licence, valid Australian Federal Police clearance and Working with Children's clearance (Ochre Card).

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

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Selection criteria

- Completion of or progress towards the Certificate III or higher in Business (Administration) and/or subsequent relevant experience in related field.
- Ability to communicate professionally and provide a high-level customer service to diverse client groups
- Understanding of GTNT Group and Australian Apprenticeships Network system and services
- Ability to provide accurate administrative support and meet tight deadlines
- Display initiative and self-motivation to work as part of a small team and independently.

Position Training Requirements

- Completion of Certificate II or higher in Business
- Cross Cultural Awareness Training
- WH&S Awareness Training
- Working with Children's Card (required prior to appointment of position)

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

Remuneration Package

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

All other conditions are in accordance with the current GTNT Group Enterprise Agreement and company policy.

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: _____

This form also relates to the following other forms: Nil