

## POSITION DESCRIPTION – General Staff

Position Title:	Administrative Trainee	Level:	Trainee
Faculty/Division:	HR & Financial Services	Department/Location:	Building 36
Hours of Work:	9am to 5pm		

### Primary purpose of the position:

In this position, you will work with Staff Services (Human Resources and Payroll) and Workplace Health and Safety and HR & Financial Services Reception. Your key responsibilities in this position will be to participate in learning and development activities to enable you to provide general administration support to these. This role will also require you to provide excellent customer service, both on the telephone and in person when on Reception.

### Major Responsibilities:

#### Workplace Health and Safety (12 months)

- Processing of WH&S and Workers Compensation financial accounts.
- Archive and filing of WH&S and Workers Compensation documentation into case files and the records management system.
- Entering Workers Compensation accounts into the Self Insurance Management System.
- Data entry of workers compensation and WH&S information, including but not limited to - first aider list, first aid kit register, building warden list, personal monitoring badges and record keeping.
- Administrative support for the Administration Workplace Advisory Committee for WHS.
- Administrative support for the Claims Coordinator and Injury Management Coordinator as required i.e. making files, arranging medical treatment providers, entering new claims, stationary ordering.
- Provide relief support to the HR&FS reception area.
- Follow up new WH&S suppliers regarding details for payment.
- Maintain Unit's general customer service and telephone inquiries.
- Relief Reception coverage as required

#### Staff Services (12 months)

During this appointment, you will be provided with training in all aspects of the employee life cycle (from commencement of new employees to the exit of staff from the University). The responsibilities of this role include, but are not limited to:

- New Starters – preparation of new starter paperwork as directed by HR Advisors
- New starters – entry of new starter information on the Payroll system (for honorary and visiting fellow appointments)
- Human Resources Administration - providing administration support to the HR Advisors

- Payroll Administration – providing administration support to the Payroll team, including data entry as required
- Superannuation - coordination of superannuation seminars
- Records Management - scanning of all relevant HR documentation;
- Travel Absence Administration – processing of travel reimbursement and travel absence forms;
- Employment Confirmation – confirming employment details of UOW staff to external bodies as required
- Customer Service - writing correspondence and liaising with clients as required;
- Staff Services Projects – participation in Staff Services projects as required, including research and administration support;
- Relief Reception coverage as required

### Reception

In this aspect of the role, you will be required to deliver excellent customer service as you will be representing the 'face' of the University. You will deal with customers both face to face and over the telephone. Your responsibilities may include, but are not limited to:

- Answering telephone inquiries from staff and external clients and directing them to the correct person for action;
- Greeting clients and notifying the appropriate person of the client's arrival;
- Sorting, stamping and distributing mail twice daily;
- Checking the various fax machines in the division and ensure that the incoming facsimile's are distributed to the appropriate persons;
- Issuing and recording parking stickers for both staff and students;
- Sorting and filing time-sheets quickly and correctly;
- Preparation of staff cards;
- Ordering of stationary and other supplies as required;
- Sorting and distributing payroll cheques on a fortnightly basis;
- Data entry duties for Financial Services (ie typing incoming cheques onto Excel for banking);
- Organising cheques (stipends) to be signed over to cash for international students and visitors;
- Scanning various HR documentation;
- University car pool bookings;
- Organise meetings as required;
- Support and assist the Director's Assistant (Human Resources) as required; and
- Assist other staff within the HR and Financial Services Division, as required.

### **Reporting Relationships:**

Position Reports to: Director's Assistant  
Workplace Health & Safety Manager  
Staff Services Manager

## SELECTION CRITERIA - Knowledge & Skills:

### Skills:

#### Essential:

- Eligibility for enrolment in Certificate III in Business Administration
- Initiative and willingness to learn
- Excellent written and verbal communication skills
- Good organisational skills
- Computer literacy

#### Desirable:

- Experience in a business administration environment

## SELECTION CRITERIA - Education and Experience:

### Education

#### Essential:

- Higher School Certificate

## Personal Attributes:

- Be able to work independently as well as within a team.
- Professional presentation
- Excellent verbal & written communication skills.
- Trustworthy and able to maintain confidentiality.
- Exceptional Interpersonal, organisational skills.
- Eligible for a traineeship under the Australian Apprenticeships Centre Program.

## Approval:

Approval by Head of Unit:

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Date:

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Approved by HR:

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Date:

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