

Position Description

POSITION TITLE	Administration Trainee
PRIMARY LOCATION	Mount Gambier
REPORTS TO	Manager, Corporate Operations
HOURS	75 hours per fortnight
TENURE	12-month contract
SALARY	
SPECIAL CONDITIONS	Some out-of-hours work, and regional travel are required. Interstate travel may be required. Current Driver's License is essential.

OUR ORGANISATION

Regional Development Australia Limestone Coast (RDALC) is funded by Australian, State and Local Government for place-based solutions to regional economic issues. With three main areas of focus:

- We support businesses where they're at – geographically and in their business journey
- We encourage investment – through partnerships, grants and infrastructure
- We grow the leaders of tomorrow – giving local people the skills they need to lead in the community

RDALC Board Members are local leaders developing local solutions to local issues. The RDALC Team is small, dedicated and high performing, working collaboratively to deliver on our Strategic Plan.

POSITION SUMMARY

The Administration Trainee is a key member of the team, assisting in the successful delivery of RDALC's projects, programs and initiatives.

The position requires an all-rounder, who is happy to work with others to get the job done. The work is varied and may include administration, event planning, data entry, reception, preparing simple reports and basic research. The Administration Trainee must have a willingness to learn and the ability to pick up new skills and information quickly.

Strong written communication skills and attention to detail are essential. Strong verbal communication skills are also required for calling suppliers, arranging events, conversations with customers and greeting stakeholders.

PRIMARY ACCOUNTABILITIES AND OUTCOMES

Accountability	Duties
Administration	• Provide friendly, respectful and courteous welcoming of customers either face-to-face or on the phone • General administration including reception duties, answering phones, managing shared email, data entry, preparing letters, preparing mail outs • Supporting Project Coordinators in planning venues, catering, attendees, promotional material and other details for RDALC events and attend as required • Assist with WHS matters • Maintain office supplies of stationery and amenities • General housekeeping of the office

	• Provide a high level of discretion and diplomacy with confidential information and work you are involved with • Other duties as required
Communications and Other Programs	• Back up support to produce the electronic newsletter, <i>The Weekly</i> • Assist with the preparation of communication materials, social media and reports using Canva • Assist with the maintenance of our website
Relationship Management	• Work collaboratively with the RDALC team and contribute to delivering outcomes across the organisation

TECHNICAL EXPERTISE (Qualifications, Skills, Knowledge and Experience Relevant to the Role)	
Essential	• High level written and oral communication skills • Ability to work effectively as a member of a small team • Ability to seek advice as appropriate to the level of the position • Experience in the use of Microsoft programs including Outlook, Word, Excel, PowerPoint & Canva • Ability to learn new skills and information quickly
Desirable	• Previous job experience

PERSONAL QUALITIES	
Quality	Behaviours
Relationship Management	• An effective team member who can consider different perspectives • Develops and maintains effective working relationships and networks • Deals with conflict effectively and escalates when appropriate • Shares information and knowledge as appropriate
Professional Approach	• Promotes a culture of respect and high ethical standards • Remains positive and recovers quickly from setbacks • Maintains professionalism and confidentiality when dealing with sensitive issues • Constructively expresses own views and respects the views of others
Results Oriented	• Takes responsibility for the delivery of quality and timely results • Understands expectations around quality of work and timeframes • Uses initiative and acts on opportunities for continuous improvement appropriate to the position
Service Delivery	• Cooperates across work areas to achieve optimal outcomes • Provides clear, honest, and timely feedback to supervisor
Strategic Focus	• Understands, supports, and contributes to strategic direction and plans • Supports and responds positively to the drive for change and innovation

KEY RELATIONSHIPS	
Direct Reports	Nil