

Human Resources

Position Description



Position Title:	Receptionist: Training Services
Accountable To:	Executive Manager: Training Services
Location:	South Australia or Western Australia
Hours:	Full Time or Part Time (as negotiated)

Position Overview

The Receptionist: Training Services is responsible for delivering outstanding administration and support services for the Management Team and Training Services Division.

Personal Attributes

You will be a mature minded individual with a high level of interpersonal communication and organisational skills. You will possess a friendly and courteous manner. The ability to prioritise work, meet deadlines and work under pressure is essential. You will be a team player, with a demonstrated ability to show initiative and who will professionally represent the organisation. You must be a flexible individual possessing a can-do attitude. The ability to communicate effectively with clients from a range of backgrounds, employers, fellow staff members and the general public is essential.

Responsibilities:

The Receptionist: Training Services is responsible for:

- Ensuring that general office administration duties are completed accurately, timely and adhere to TS standard operating procedures and Organisational policy.
- Completing data entry, statements of attainment, certificates and archiving punctually as per TS standard operating procedures.
- Providing 'back up' booking services for administrators.
- Servicing TS clients and stakeholders (telephone enquiries, foot traffic and colleagues) professionally, accurately and timely.
- Producing training resources as requested.
- Other duties as directed by TS Managers.

Quality Standards, Regulations and Responsibilities:

The Receptionist: Training Services is responsible for ensuring that the following regulations, standards and codes are complied with:

- Government contractual requirements and specifications
- Relevant Commonwealth and State legislation
- The VET Quality Framework
- The Organisation's Policies, Codes of Conduct and Procedures
- The Organisations Work Health and Safety System
- ISO/IEC 27001:2013 Information Security Management System
- ISO:9001 Quality Management System

Qualifications:

- Relevant experience in the Training Services sector in an administrative role is desirable.

Key Skills/Attributes:

- Demonstrated ability to provide quality administration and clerical services.
- Demonstrated ability to provide outstanding customer service, both on the phone and face to face

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- An awareness of the barriers facing disadvantaged people, and the ability to communicate effectively with clients from a variety of backgrounds
- Excellent organisational skills
- High level of communication, interpersonal and negotiation skills
- An awareness of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Workplace Health and Safety, Privacy and Freedom of Information, Child Safe Environments, Vet Framework Legislation.
- Computer skills – Microsoft suite, Internet & email.

Desirable Skills/Attributes:

- Experience working with government contracts and have an understanding of RTO's

Additional Factors:

- Driver's Licence essential
- This position may require occasional attendance at meetings or training outside normal business hours
- National Police Clearance
- Work with Children Check

Selection Criteria

- Experience in an administration and clerical role in the Human Services field
- Developed communication and interpersonal skills with the ability to engage job seekers, and to present Status as a highly professional organisation to its business partners and the general public.
- Proven ability to work as part of a dynamic, outcome focussed team.