



Service Skills Victoria

POSITION DESCRIPTION

TITLE: Office Administrator

EMPLOYMENT STATUS: Full Time, ongoing

REPORTS TO: Program Manager

DATE CREATED: 3.6.2006

LAST REVIEWED: 12.08.2010

Role, context and purpose of the position:

The Office Administrator is a full time position, which involves providing administrative support to the company's operational staff.

This position provides administration, clerical and reception duties across the company. It is expected that the Office Administrator is able to provide a professional level of support, promote an appropriate image for the organisation and deal competently with its staff and stakeholders. The role is a critical position in the company as it is fundamental to the achievement of the company's outcomes, in terms of quality, time and budget.

Role, context and purpose of the organisation - summary:

Service Skills Victoria's (SSV) primary role is the provision of advice to government agencies, industry and the learning community on skills, education and training for the following industry sectors:

- o Tourism, Hospitality and Events;
- o Wholesale, Retail, and Personal Services; and
- o Food Processing (under contract to the VFITB)

The organisation operates in the context of national vocational education and training system, with significant interaction with registered training providers, secondary schools, universities, industry and small business.

SSV also provides secretariat services to the Tourism Accreditation Board of Victoria (TABV) and manages the Australian Tourism Accreditation Program (ATAP).

Refer attached – statement of corporate vision and mission.

Reporting:

The position will report to the Program Manager of Service Skills Victoria.

Responsibilities:

- Manage the reception area and incoming phone calls with backup from other staff.
- Respond to requests for information and direct clients to the appropriate staff member when necessary.
- Follow-up incoming and outgoing calls as requested by the CEO and staff.
- Carry out executive assistant duties for the CEO (eg arrange travel, maintain papers, manage calendar).
- Arrange travel and accommodation for given itineraries for office staff.
- Maintain and operate the filing system (including manual and digital files, CRM database and the library).
- Collect and process incoming and outgoing mail.
- Design and develop documents, reports and worksheets to provide assistance to other staff as required.
- Draft correspondence and prepare for mailing.
- Liaise with external service providers;
- Organise copying and collating of documents and ensure that equipment is properly maintained.
- Provide secretarial support for staff & other meetings as required; including preparing reports and taking minutes.
- Prepare for meetings, including preparation of agendas, collation of papers, arranging venues and catering, etc.
- Undertake general office tasks such as banking, petty cash, purchase of office supplies, etc.
- Maintain the kitchen and staff areas (washing dishes, removing newspapers etc).
- Other duties as required.

Level of Supervision

The Office Administrator shall be expected to operate with limited guidance and direction. He/she will be expected to exercise initiative, discretion and judgement at all times.

Key Selection Criteria

- Advanced ability to use information and communications technology (with a focus on Microsoft Office), filing systems and general knowledge of an office environment.
- Advanced organisational skills and ability to multi-task.
- Pleasant manner, ability to work as a team member and good personal presentation.
- Punctuality and ability to meet deadlines.
- Demonstrated flexibility and initiative within the daily work schedule.
- Substantial industry experience.
- Excellent written and oral communication skills.

Other relevant skills, knowledge and experience

- Knowledge of new and/or emerging business applications and practices relating to office administration.
- A relevant qualification.

Terms of employment:

- The Office Administrator is a full time ongoing position, subject to the funding criteria of Service Skills Victoria.
- The Office Administrator reports to the Program Manager of Service Skills Victoria.
- The successful applicant will be expected to enter into a standard employment agreement.
- A probationary period of 3 months will apply.

Location

Service Skills Victoria is located at Level 2, 10-16 Queen St, Melbourne. The office is shared with the Victorian Food Industry Training Board, the Tourism Accreditation Board of Victoria, and VERVE.

Further Information

Further information about this position can be obtained from:

Ian Nicolson
Chief Executive Officer
Service Skills Victoria
Level 2, 10-16 Queen St
Melbourne VIC 3000

Ph: 03 9621 1777

SERVICE SKILLS VICTORIA

Background Information

Our Vision

Our vision is to raise the professionalism and competitiveness of Victoria's service industries workforce.

Our Mission

- **Lead** the drive to boost skills and workforce development to enhance skills, employability and professionalism, leading to improved productivity and business growth.
- **Build** intelligence, knowledge and analysis of the service industries' workforce that contributes to real change in the workplace.
- **Advocate** on behalf of industry in relation to training and skill development.
- **Engage** employers across all sectors of the service industries to integrate skill development linked to business goals and outcomes.
- **Create** ownership by industry stakeholders to enable leveraging of industry expertise and active involvement of employers, trade unions and professional bodies in strategic workforce development.
- **Promote** the benefits of investment in skills acquisition to the service industries
- **Forge** strong networks encompassing industry, employers, unions and the learning community.