

Position Description Trainee Administrative Assistant

POSITION DETAILS	
Position:	Trainee Administrative Assistant
Reports to:	Principal Solicitor
Award:	Social, Community, Home Care and Disability Services Industry Award 2020
Classification:	Level 1.1
Basis of Employment:	Full Time
Location:	Armidale, NSW and surrounding areas

Organisational Context

North and North West Community Legal Service ('NNWCLS') is a regionally based generalist legal service. We strive to support the least advantaged members of our community, especially those who have difficulty accessing the legal system. Based in Armidale and surrounds, our staff are committed to providing legal advice, Court appearance and other support throughout the New England and North West regions of NSW.

Standards and Expectations

The Trainee Administrative Assistant must adhere to NNWCLS's standards and expectations:

1. Honesty, integrity, and ethical conduct at all times;
2. Excellent interpersonal and communication skills, including tolerance and the capacity to develop rapport with a wide range of stakeholders;
3. Supporting staff to achieve their highest standard of work; and
4. High levels of motivation, initiative, and innovation.

Position Profile

The Trainee Administrative Assistant supports the NNWCLS team with administrative duties to ensure the smooth running of the Service. They undertake data processing, reception duties, mail and filing, and minute taking internally, and provide customer service to clients through making appointments and sending text reminders. They support the service with preparing for events and maintaining updated information on flyers and other assets. The Trainee Administrative Assistant will undertake a Certificate III in Business Administration over a 12 month duration.

Accountability

The Trainee Administrative Assistant will report directly to the Principal Solicitor, and will be accountable for managing and undertaking all activities in line with organisational policies, procedures, and regulatory and legislative requirements. They will also be expected to contribute to projects and teams, and ensure that they keep the Principal Solicitor, as well as relevant staff, briefed throughout. They will strive to exceed quality work standards and customer service satisfaction levels.

Key Responsibilities

Key responsibilities include:

Administrative Support

- Staff the reception desk and telephone, responding to enquiries and making suitable appointments with Solicitors.
- Confirm outreach appointments prior to visits.
- Process data including Outlook calendar management, email, maintaining database and undertaking system backups.
- Liaise with outreach centres to make bookings
- Maintain staff diaries regarding outreach work.
- Maintain general office supplies including ordering within budget
- File documents both electronically and physically
- Open and sort incoming and outgoing mail, and maintain the mail register
- Participate in staff meetings and staff development workshops
- Take minutes for staff meetings and distribute
- Distribute daily SMS reminders to clients
- Keep information flyers updated, ordering to maintain stock levels
- Prepare for external events such as Community Legal Education or Expos
- Assist the Solicitors, Coordinator and Principal Solicitor as required.

Workplace Health and Safety (WHS)

Contributing to a safe and healthy workplace by:

- Following WHS instructions, policies and procedures;
- Reporting accidents and hazards and addressing potential risks;
- Working to ensure both your own and others' safety; and
- Actively participating in WHS meetings, suggesting improved risk and hazard mitigation.

Prepared by:	North and North West Community Legal Service
Approved by:	Management Committee
Date Approved/Updated:	
Version No:	VERSION 1

Employee Acknowledgement

Signed by:	
Print Name:	
Date:	

Selection Criteria

Experience

1. Ability to provide administrative support to a small and busy team
2. Prior experience working in a for-community organisation is an advantage

Skills

1. Excellent written and verbal communication with people from a wide variety of social and cultural backgrounds
2. Strong operational knowledge of computers and other office technology
3. Ability to work cooperatively as part of a small team in a community environment
4. High level organisational skills, including the ability to meet deadlines, prioritise and manage competing priorities
5. Capacity to manage complex client interactions with empathy

Attributes

1. Demonstrated commitment to social justice
2. Sense of personal accountability and responsibility