

STATEMENT OF DUTIES – May 2021

Title	Administration Assistant
Number	Generic
Department	TasTAFE
Section	Various
Team	Various
Supervisor	Various
Award/Agreement	Tasmanian State Service Award
Classification	General Stream Band 2
Employment Conditions	Permanent, full time, 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave.
Location	State-wide

The Role

The Administration Assistant provides administrative, clerical and reception/client services that contribute to the delivery of an efficient and effective service to students, teachers, education managers, the public and employers across a range of business units within TasTAFE. The role has responsibility to undertake tasks in multiple environments and locations including, but not limited to:-

- Client Services, including the Information Service Centre and;
- TasTAFE Delivery Teams

Level of Responsibility/ Direction and Supervision

The Service Administration Assistant is responsible for the accurate completion of allocated tasks within agreed timeframes and will receive supervision from the immediate supervisor of the allocated area. Overall direction and guidance will be provided through established guidelines and procedures and the occupant will be expected to exercise initiative, judgement and discretion in resolving issues.

Primary Duties

1. Undertake general clerical duties and provide reception/client services functions across a range of business units within TasTAFE to students, teachers, education managers, staff, employers and the public.
2. Provide information and advice to new and existing students, parents, teachers and employers on a wide range of topics including courses, payment plans and timetables through face to face, phone, email and written correspondence.
3. Prepare documents, files, emails, letters and other records using various computer software packages and systems.

4. Undertake a range of administrative tasks including, but not limited to, basic financial transactions, explanation of operational procedures to new staff and clients, maintenance of databases, operation of general office equipment and processing of mail.
5. In accordance with established systems and procedures, operate, update, input and retrieve data using a number of TasTAFE information systems and databases, ensuring accuracy and the ability to adapt to new technology and processes as required.
6. Provide input into the review and development of office procedures and practices to ensure consistent and efficient work practices across the multiple environments of TasTAFE.
7. The occupant of this position can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Selection Criteria

Employment in the State Service is governed by the *State Service Act 2000* and employment decisions must be based on merit. A decision relating to appointment or promotion is based on merit if:

- an assessment is made of the relative suitability of the candidates for the duties; and
- the assessment is based on the relationship between the candidates' work-related qualities and the work related qualities genuinely required for the performance of the duties; and
- the assessment focuses on the relative capacity of the candidates to achieve outcomes related to the duties; and
- the assessment is the primary consideration in making the decision.

Work-related qualities might include; skills and abilities; qualifications, training and competencies; standard of work performance; capacity to produce required outcomes; relevant personal qualities; and demonstrated potential for future development.

The following specific selection criteria must be addressed by candidates in this context. The nominated role and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. Proven ability to undertake a diverse range of administrative/clerical support duties with well developed skills in word processing and data entry with the ability to adapt to new technology and procedures as required.
2. Well developed written and verbal communication skills including the ability to liaise with a diverse range of internal and external customers utilising effective telephone and customer service skills.
3. Demonstrated ability to work either independently or as a member of a team and exercise initiative, judgement, discretion and sensitivity in a workplace setting subject to work pressures and change.
4. Well developed organisational skills with the ability to be adaptable and flexible, manage variable workloads and to prioritise work in order to meet deadlines.
5. Proven ability to assist with the development and evaluation of consistent procedures and practices for use by all staff within an allocated business unit.

Requirements

- Essential** ○ A person is to provide evidence that they are vaccinated against COVID-19 or have an approved exemption.

A person is vaccinated against COVID-19 if the person has received all of the doses of a vaccine for COVID-19, necessary for the person to be issued with a vaccination certificate in respect of COVID-19 by the Australian Immunisation Register, or an equivalent document from a jurisdiction outside of Australia.

A person may be granted an exemption from providing evidence that they are vaccinated against the disease where the person demonstrates –

1. Medical Contraindication

A person is unable to be vaccinated against the disease due to a medical contraindication if they:

- a) provide evidence in a form provided and accepted by the Head of Agency from a medical practitioner (as defined by the Australian Immunisation Register as a medical practitioner who can grant a medical exemption) which certifies that the person has a medical contraindication that prevents them from being vaccinated against the disease.
- Or
- b) have a medical exemption, that applies to the vaccinations for the disease, that has been recorded on the Australian Immunisation Register, operated by or on behalf of the Commonwealth Government.

2. Exceptional circumstances

Demonstrated to the satisfaction of the Head of Agency.

- Current Registration to Work with Vulnerable People

The **Registration to Work with Vulnerable People Act 2013** requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the Registration to Work with Vulnerable People Regulations 2014. This registration must remain current and valid at all times whilst employed in this role and the status of this may be checked at any time during employment

Desirable ○ Nil.

Working within TasTAFE

TasTAFE is a Statutory Authority and Tasmania's largest publicly owned registered training organisation. As the highest volume training provider in Tasmania, TasTAFE services the needs of industry, individual VET students as well as year 11 and 12 students in conjunction with the state's network of senior secondary colleges.

TasTAFE plays a vital role in improving the economic performance of Tasmania particularly in participation and productivity levels. The organisation caters for the needs of:

- Tasmanian adults seeking to improve vocational and further education qualifications
- Tasmanian businesses and their employees, including trainees and apprentices
- Tasmanian community groups and networks who support the disadvantaged and disengaged
- Those in rural and remote areas of Tasmania seeking access to VET services.

Employees within TasTAFE are required to:

- Support the establishment and ongoing development of TasTAFE
- Have a good understanding of the organisation's strategic intent and a commitment to TasTAFE's vision, mission and values
- Actively promote and support the achievement of the TasTAFE corporate plan.

Work Health and Safety

In accordance with the *Work Health and Safety Act 2012 (the Act)* all employees, whilst at work, are expected to participate in maintaining safe working conditions and practices, and take reasonable care for their own health and safety, ensuring their actions do not adversely affect the health and safety of

others. All employees are expected to comply with any reasonable instructions given by TasTAFE to ensure compliance with the Act; and cooperate with TasTAFE Work Health and Safety Policies, Procedures and Guidelines.

For Managers Only

The occupant of this position is expected to contribute to TasTAFE's duty of care to comply with the Act by ensuring members of their team(s) adhere to the responsibilities and expectations outlined above; and to be proactive in identifying and managing hazards in the workplace.

Employees specific Work Health and Safety responsibilities and accountabilities are documented in the WHS Accountabilities and Responsibilities by Position Policy located on INFOcus, TasTAFESAFE, Section I – Leadership and Consultation.

Information and Records Management

All employees are responsible and accountable to:

- Create records according to the business needs and business processes of their business unit or section that adequately document the business activities in which they take part.
- Register documents in an approved Business Information Management System.
- Access information for legitimate work purposes only.

All employees must not:

- destroy delete or alter records without proper authority; or
- remove information, documents or records from the organisation without permission.

Working Relationships

This role operates within the context of a connected and networked TasTAFE.

State Service Principles and Code of Conduct

Employment in the State Service is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at

<http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DoE Condition of Use policy statement located at [Department of Education: Information technology policies](#)

Supervisors are responsible for promoting, and for ensuring all practices within their area follow the principles of WH&S and Managing Diversity, including Equal Employment Opportunity. All employees are expected to promote and uphold the elimination of workplace harassment. Workplace discrimination, bullying or harassment are considered to be breaches of proper standards of conduct and behaviour and are illegal.

State Government workplaces and vehicles are non-smoking environments.

Category/funding/restrictions:

Office use only:

APPROVED BY HRM DELEGATE:



Instrument to Vary Establishment:

Date Duties and Selection Criteria Last Reviewed: May 2021
