

Position Description: Administration Support - School Based Trainee



Quality
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Performance

1. Position Details

Position Title	Administration Support Trainee
Department	Corporate Services – Shared Services
Location:	Milton, Queensland
Reports to:	Corporate Services Manager
Direct Reports	Nil

Vision: Making it better.

Mission: Delivering quality improvement through innovative systems and solutions.

2. Position Summary

The Administration Support – School Based Trainee will undertake a Certificate II in Workplace Skills through AFL SportsReady, with on the job training and mentoring being provided through AGPAL. This position is accountable for assisting with administration support and duties across all AGPAL departments.

3. Key Deliverables

The primary role of the position is to assist the functions of AGPAL and Quality Innovation Performance and to provide administrative support to all business units within the organisation as required.

- Administrative support to internal stakeholders
- Assist team's with client needs and accreditation process
- Prepare and send Accreditation packs in a timely manner

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4. Key Responsibilities

- Administering of incoming and outgoing mail
- Answering and distributing incoming telephone enquiries
- Distributing emails and facsimiles to relevant areas
- Greeting visitors and directing visitors to management/staff, as appropriate
- Assisting with preparing and distributing practice accreditation packages and product orders
- Assisting with scanning, saving and archiving documents
- Assisting with purchasing, including regular stocktake of stationery and kitchen supplies
- Assisting with administration of office equipment maintenance, including, ordering of replacement toners, used toner pickup etc.
- Undertaking other tasks relating to the management of AGPAL and Quality Innovation Performance that may arise as a directive of the members of the Senior Management Team or by the National Managers of the business unit.

5. Key Attributes and Skills

- Understanding of the Organisation's Mission and Vision and adherence to its Values;
- Strong oral communication and inter-personal skills
- Ability follow written/ verbal instructions and proof-read documents
- The ability to work in a team environment or autonomously as required
- Ability to multi-task and have attention to detail
- Intermediate level of Microsoft Office skills including Word and Outlook

6. Organisational values

AGPAL Group of companies expect all employees to commit to the following organisational values:

Customer Focus: We provide a positive experience for our clients. We listen to, respect and understand their needs, and are ready to provide them with tools, assistance and support to help them achieve their goals.

Integrity: We do what we say we will.

Innovation: We provide a safe platform for innovative ideas, dynamic approaches, creative thought and quality improvement.

Partnership: We work in partnership with each other, our clients and our stakeholders to embrace and celebrate diversity and create quality improvements for all.

Excellence: We regularly monitor, evaluate and improve our actions and nurture our ideas for the benefit of our clients.

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Signed as an Agreement

Signed for and on behalf of
Australian General Practice Accreditation Limited
by a duly authorised person

Name of Authorised Person

Signature of Authorised Person

Position:

Date:

Name of Employee

Signature of Employee