



<b>Department</b>	Workforce Australia (WAS)
<b>Title</b>	Workforce Administrator
<b>Created</b>	1 Apr 2022
<b>To be Revised</b>	1 Apr 2025

<b>Role Title</b>	<b>Workforce Administrator</b>
<b>Job Type</b>	As per Employment Contract
<b>Work Hours</b>	As per Employment Contract
<b>Award</b>	The Labour Market Assistance Award 2020
<b>Classification</b>	Administration Assistant
<b>Location</b>	As per Employment Contract
<b>Manager</b>	Site Manager
<b>Direct Reports</b>	Nil

## Our Values

- **Respectful:** We embrace diversity and provide an inclusive workplace
- **Accountable:** We take ownership of our decisions and our actions
- **Ethical:** We act with honesty and transparency
- **Sustainable:** We seek ways to minimise our impact on the environment
- **Engaged:** We empower and support others to make decisions

## 1. Principal Function

The Workforce Administrator shall be primarily responsible for the reception of customers at the site and assisting customers in accessing services. They are usually the first point of contact for a client entering or seeking to register in Employment Services and an appropriate manner and presentation are high priority.

## 2. Areas of Responsibility

**Please note that this is not an exhaustive list. Your duties and responsibilities may change in accordance with the requirements of the business as directed by Workways management.**

### 2.1 Culture

- Adherence to Workways Values and Code of Conduct.

### 2.2 General Responsibilities

- Acknowledge and respond to customer enquiries (both in person, telephone and electronic media such as email or facsimile) in a timely manner.
- Provide assistance with Digital Services participants and refer to Employment Coach if required.
- Assist customers with open access computers, their job seeker profile and applying for work.
- Refer customers to appropriate staff and/or external organizations.
- Actively contribute to the team objectives.
- Support staff with general administrative tasks.
- Assist customers with building a resume.
- Ensure all mail and email (incoming and outgoing) is attended to on a daily basis.
- Provide a full range of administrative and clerical support services for all site staff.
- Provide timely, effective diary management by prioritising and organising meetings in consultation with the Site Manager.
- Assist in arranging meetings, workshops and related events.
- Adhere to the Workways' Dress Code and present a professional attitude at all times.
- Any other duties as directed

### 2.3 Customer Service



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- Demonstrate professionalism with customers at all times and have a strong customer service approach to reception.
- Respond to telephone enquiries in a timely and professional manner.
- Assist in the identification and reporting of risks
- Comply with the requirements of Workplace Health and Safety (WHS) legislation and related WHS procedures developed by Workways.

**2.4 Compliance**

- Adherence to all Workways policies, frameworks, processes and procedures
- Adherence to all statutory obligations and requirements such as, but not limited to:
  - Workplace Health and Safety
  - Privacy and Confidentiality
  - Employment Services Code of Practice and Service Guarantees
  - Anti-discrimination Legislation
- Compliance with all standards and accreditations required under funding deeds and contracts

**3. Key Relationships**

**3.1 Site Manager**

- The Workforce Administrator is responsible to the Site Manager for accomplishing the work areas outlined in this role description. All work is to be accomplished with accuracy, within prescribed milestones and in accordance with Workways policies and procedures.

**3.2 Workways staff**

- The Workforce Australia team works in synergy with other departments to deliver excellent customer service and solutions in accordance with agreed engagement protocols and processes. The role has key relationships with the following departments:
  - Disability Employment Services
  - Corporate Services
  - Youth and Community Programs

**3.3 Customers**

- The Workforce Administrator is required to professionally engage with Workways customers on a day-to-day basis using the most appropriate methods of customer support and communication.
- Any sensitive information collected during performing your duties is to be used only for the purpose for which it was collected.

**3.4 External stakeholders**

- Employers
- Business leaders
- Community organisations
- Government departments

**4. Key Competencies**

- Stakeholder Engagement & Customer Service
- Coaching & mentoring
- Results Focused
- Attention to Detail
- Teamwork
- Adaptability
- Leadership
- Communication skills (written & verbal)

**5. Performance Indicators**

- Demonstrate professionalism with customers at all times and have a strong customer service approach to reception.



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- Respond to telephone enquiries in a timely and professional manner.
- Assist in the identification and reporting of risks.
- Responsiveness and timeliness of issue resolution.
- Comply with Workways Code of Conduct, organisational policy and procedures and other relevant legislation.

**6. Key Selection Criteria**

**6.1 Administration and support**

- Sound experience in the provision of administrative support services.
- Demonstrated skills and experience in Microsoft Office applications including Excel, Word, Outlook and PowerPoint

**6.2 Customer service skills**

- Sound experience in establishing productive working relationships with a diverse client base through effective communication, negotiation and the delivery of excellent customer service.
- A high degree of professionalism, integrity and confidentiality when liaising with internal and external customers

**6.3 Interpersonal skills**

- The ability to work as part of a team to achieve set goals. Professionally dedicated, flexible, a willingness to learn and with skills to adapt to changing environments.
- Capability to resolve conflict and appropriately deal with people who have significant barriers to employment an advantage.
- Capacity to work independently with minimal direction and collaboratively in a team environment.
- Demonstrated understanding of Integrated Risk Management processes and systems, and the relationship to the position.

**7. Position Requirements**

**7.1 Essential**

- Criminal History check
- The Right to Work in Australia
- Working with Children/Vulnerable People Check
- High level competence in Microsoft suite
- Current valid driving licence

**7.2 Desirable**

- Certificate III in Office Administration or demonstrated equivalent

**8. Physical Requirements**

- Computer based tasks (continuous)
- Standing (intermittent)
- Sitting (continuous)
- Walking (frequent)
- Light Lifting/carrying (intermittent)
- Driving (occasional)

**Key:**

**Intermittent:** Activity may be required very infrequently

**Occasional:** Activity required occasionally, not necessarily every day

**Frequent:** Activity required most days, up to 50% of the time

**Continuous:** Activity that exists for the majority of each day and move involve repetitive movement for prolonged periods.



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I have read and understand what is required of me to be successful in the role.

<b>Employee Name</b>		<b>Signed on behalf of Workways (insert name)</b>	
<b>Signature</b>		<b>Signature</b>	
<b>Date</b>		<b>Date</b>	