

## Position Description

### Business Administration Traineeship

**Position Title:** Business Administration Trainee  
**Reports to:** Executive Assistant to Principal and Business Manager  
**Department:** Reception and Administration  
**Campus:** Traralgon

#### Primary Purpose:

**This is a 12 month traineeship in Certificate 111 or 1V in Business depending on prior qualifications.**

The primary purpose of this position is to provide confidential administrative and secretarial assistance to the Heads of Secondary and Junior School.

#### Major Duties and Responsibilities:

#### KEY AREAS OF RESPONSIBILITY

The position is a multi-faceted role which requires the Business Administration Trainee to have, in addition to secretarial and administrative skills, the following attributes:

- Be willing to move between Reception & Administration to Student Services at any time to ensure the entire area functions well given the unpredictable nature of the day to day operation.
- Be able to manage inquiries from all levels of Campus personnel
- Be flexible in managing the day-to-day work flow allowing for frequent interruptions from students, teachers, parents, and other unscheduled tasks which need immediate attention
- Understand the emotional nature of students with compassion, insight and guidance

#### OVERVIEW OF TYPICAL RESPONSIBILITIES

##### Reception and Administrative support

- To answer all incoming calls in a timely and professional manner
- To greet all visitors to St Paul's Anglican Grammar School with a welcoming, friendly and professional manner
- To provide outstanding customer service to all visitors to St Paul's
- Assist with the organization of school functions preparing orders for tea/coffee/biscuits and other requirements
- Responsible for the signing in and out of visitors to the School and keeping updated records
- Undertaking administration tasks such as preparing letters, labels, emails for the Executive office and other Heads of School.
- Assist Head of Secondary School with all Administration tasks
- Ensure that all mail coming in and going out of the School is attended to and is sent to Australia Post in a timely manner
- Updating the Synergetic system as required

##### Student Services Support

- Act as the first point of contact for the School's student and parent body and handle daily enquiries and requests for assistance from students and their parents.
- Assist to provide first aid assistance to students and ensure the School's sick bay is well maintained.
- Liaise with students, handling queries and complaints, and assisting in the direction of students as required.
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**Qualifications:**

- Working with Children Check
- Driver License
- First Aid Certificate

**Key Attributes:**

- Strong IT skills (Microsoft Word, Excel and PowerPoint, Microsoft Outlook, ability to utilise/navigate a complex database)
- Excellent communication skills (both written and verbal)
- Ability to apply appropriate discretion and maintain a high level of confidentiality
- Experience initiating, developing and implementing improvements to systems or processes
- Ability to work independently as well as in a team
- Demonstrated experience and efficiency in business and general office procedures
- Ability to build and maintain effective working relationships
- Commitment to work in line with St Paul's ethos, vision and values.

**External contacts**

Parents

Industry Associations

**Internal contacts**

EA

Head of School

Deputy Principal

All Staff

Students

Parents

**Hours of Work:**

Monday – Friday 8:00 am – 4.30 pm

**Leave Arrangements:**

Leave entitlement, 5 weeks.

**Further professional training:**

Excel

Mail Merging