

POSITION DESCRIPTION – General Staff

Position Title:	Human Resources Trainee	Level:	Trainee
Faculty/Division:	HR Division	Department/Location:	Building 36
Hours of Work:	9am to 5pm		

Primary purpose of the position

In this position you work in either the Staff Services Unit (Human Resource Advisory and Payroll); Workplace Health & Safety Unit or Reception. Your key responsibilities in this position will be to participate in learning and development activities to enable you to provide general administration support to the respective unit. This role will also require you to provide excellent customer service, both on the telephone and in person.

Major Responsibilities

STAFF SERVICES (12 months)

During this appointment, you will be provided with training in all aspects of the employee life cycle (from commencement of new employees to the exit of staff from the University). The responsibilities of this role include, but are not limited to:

- New Starters – preparation of new starter paperwork as directed by HR Advisors
- Honorary Appointments – entry of new starter information on the Payroll system (for honorary and visiting fellow appointments)
- Human Resources Administration - providing administration support to the HR Advisors as required
- Staff Services Team meetings – coordination and preparation of agenda, recording and preparation of minutes from meetings
- Payroll Administration – providing administration support to the Payroll team, including data entry as required, including, but not limited to:
 - Reporting line changes
 - C level changes
 - Setting up timekeeping access and communications to new starters introducing timekeeping and timekeeping procedures
 - Processing casual appointments and extensions
- Superannuation - coordination of superannuation seminars
- Records Management - scanning of all relevant HR documentation;
- Quality Assurance – attendance at QA meetings, support for Staff Services Quality Champion as required, which may include, but is not limited to:
 - Formatting documentation to QA standards
 - General assistance with preparation for internal and external QA Audits
- Travel Administration – processing of travel reimbursement and travel absence forms, responding to client queries via travel enquiries email and over the telephone;
- Employment Confirmation – confirming employment details of UOW staff to external bodies as required
- General Customer Service and Communications - writing correspondence and liaising with clients as required;
- Staff Services Projects – participation in Staff Services projects as required, including research and administration support

WORKPLACE HEALTH & SAFETY (12 months)

The responsibilities of this role include, but are not limited to:

- Payment of invoices and accounts
- Archive and filing of WH&S and workers compensation documentation into case files and the records management system
- Entering workers compensation accounts and information into the Self Insurance Management System
- Data entry of workers compensation and WH&S information, including, but not limited to first aider list, first aid kit register, building warden list, personal monitoring badges and record keeping
- Administrative support for the Administration Workplace Advisory Committee for WH&S
- Administrative support for the Claims Coordinator and Injury Management Coordinator as required, i.e. preparing files, arranging medical treatment providers, entering new claims, stationary ordering
- Provide relief and support to the Human Resources and Finance reception area
- Follow up new WH&S suppliers regarding details of payment
- Provide a high level of customer service internal and external clients

RECEPTION (12 months)

In this aspect of the role, you will be required to deliver excellent customer service as you will be representing the 'face' of the University. You will deal with customers both face to face and over the telephone. Your responsibilities may include, but are not limited to:

- Answering telephone inquiries from staff and external clients and directing them to the correct person for action
- Greeting clients and notifying the appropriate person of the client's arrival;
- Sorting, stamping and distributing mail twice daily
- Checking the various fax machines in the division and ensure that the incoming facsimile's are distributed to the appropriate persons
- Issuing and recording parking stickers for both staff and students;
- Preparation of staff cards
- Ordering of stationary and other supplies as required
- Sorting and distributing payroll cheques on a fortnightly basis
- Data entry duties for Financial Services (i.e. typing incoming cheques onto Excel for banking)
- Organising cheques (stipends) to be signed over to cash for international students and visitors
- Scanning various HR documentation
- University car pool bookings
- Organise meetings as required
- Assisting the Assistant to the Director as required
- Assist other staff within the HR Division, as required

TRAINING & DEVELOPMENT PROGRAMS (all positions)

- Participation in on campus training programs, including, but not limited to:
 - Microsoft Office Suite
 - Customer Service Skills

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Reporting Relationships

Position reports to:	Reception Trainee:	Director's Assistant
	Staff Services Trainee:	Manager, Staff Services
	Workplace Health & Safety Trainee:	Manager, Workplace Health & Safety

SELECTION CRITERIA – Knowledge & Skills

Skills:

Essential:

- Eligibility for enrolment in Certificate III in Business Administration
- Initiative and willingness to learn
- Excellent written and verbal communication skills
- Good organisational skills
- Computer literacy in Microsoft applications including word, excel and outlook

Desirable:

- Experience in a business administration environment

SELECTION CRITERIA - Education and Experience:

Education

Essential:

- Higher School Certificate

Personal Attributes:

- Be able to work independently as well as within a team.
- Professional presentation
- Trustworthy and able to maintain confidentiality
- Exceptional interpersonal and organisational skills
- Eligible for a traineeship under the Australian Apprenticeships Centre Program.

Approval:

Approval by Head of Unit: _____

Date: _____

Approved by Human Resources: _____

Date: _____