

Position Description

Position:	Administration Cadet	Position no.: TR01
Department:	Cabin Crew	
Reports to:	Leader Cabin Crew	
Supervises:	Nil	
Engagement:	Full Time (12 months traineeship)	
Level:	Training Wage Level A – General Retail Industry Award 2010	
Version control:	Version 1 (V1) – Revised 15 September, 2014	

Organisational values and behaviours

WE ARE UNIQUE

Be open to new ideas and opportunities, challenge accepted practices and seek out better ways of doing things.

WE ARE FLEXIBLE

Operate as an effective team member by working together positively to achieve efficiency and support other team members in overcoming problems and developing solutions.

WE ARE CONNECTED

Be professional, polite and courteous in all methods of communication. Display honesty, sincerity and respect when communicating internally and with external clients.

WE ARE EXPERTS

Be knowledgeable in all aspects of job role; display integrity by being honest and trustworthy, transparent and accountable for own actions and decisions.

WE ARE RESPONSIBLE

Work in accordance with the all relevant legislation and workplace policies and procedures relating to the employment contract.

Position statement

This position is a 12-month traineeship based on 38 hours per week of which 20% of hours (7.6 hours) are a dedicated approved training program. There is no continuing employment at the end of the 12-month traineeship.

The role of the Administration Cadet is to learn to provide day-to-day general administration support to members of the Cabin Crew.

Responsibilities

To assist Administration Officers with the following duties:

ADMINISTRATION

- Assist with a range of administration tasks including:
 - destination
 - coordinating equipment and resource orders
 - distributing mail
 - receipting items
 - preparing agendas
 - coordinating presentation materials
 - photocopying
 - meeting room preparation.

CUSTOMER SERVICE

- Keep administration officers informed of work progress.
- Advise administration officers of any work related issues or concerns.
- Direct telephone calls to the appropriate person/location in a timely manner.

COMMUNICATION

- Ensure directions and requests given by various administration officers is clearly understood clarify if unsure.
- Attend team meetings when directed.

TEAM WORK

- Support team members.
- Respect the diversity of team members.



WORK, HEALTH AND SAFETY

- Comply with all WHS legislation and WHS policy and procedures.
- Work in a safe manner, applying a duty of care.

OTHER

- Other duties as required

Selection criteria

ESSENTIAL SELECTION CRITERIA

- Be prepared to undertake study in a Certificate III Business Administration.
- School Certificate (Year 10 or equivalent).
- Friendly and positive personality.
- Sound oral and written communication skills.
- Basic computer skills in Microsoft Office – Word.

DESIRABLE SELECTION CRITERIA

- Previous experience in a customer service role.



Acceptance

I acknowledge as the incumbent of this position, that I agree to display the organisational value and behaviours and work in accordance with the key responsibilities of the role detailed in this position description.

Name incumbent: [Click/tap to enter name]

Signature of incumbent:

Date: [Click here to enter the date]

Manager: [Click/tap to enter name]

Signature of manager:

Date: [Click here to enter the date]
