

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.

Team Responsibilities and duties

1. To provide general administration support across the organisation.
2. To handle all external mail and courier transactions.
3. To ensure all office equipment and supplies are available as required by the organisation.
4. To provide support for internal and external meetings.

Individual Responsibilities

To assist Administration Officers with the following duties:

GENERAL ADMINISTRATION TASKS

- Assist with a range of administration tasks including:
 - coordinating equipment and resource orders
 - distributing mail
 - receipting items
 - preparing agendas
 - coordinating presentation materials
 - photocopying
 - meeting room preparation
 - general administration support to individuals or teams across the organisation as determined by Leader Cabin Crew.

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 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 (YR 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:	[Name]
Signature of incumbent:	
Date:	Click here to enter the date.
Signature of manager:	
Date:	Click here to enter the date.