

Position Title	Administration Trainee
Salary	Education Services General Staff Level and per hour rate to be confirmed during traineeship negotiations
Employment Type	0.6-1.0 EFT
Reports To	Operations Manager
Supervises	N/A
Further Information	02) 6056 0966

Your Employer

The North East Local Learning and Employment Network (NELLEN) is one of 31 Victorian Local Learning and Employment Networks (LLENs). The LLENs are a Victorian Government initiative which has core objectives that focus on improving education and employment participation, engagement, attainment and transition for young people within designated geographical boundaries. NELLEN covers four Local Government Areas – Alpine, Indigo and Towong Shires and the City of Wodonga.

LLENs achieve their objectives by bringing together education providers, industry, community and government organisations to build sustainable partnerships that support improved transition into employment and further education for young people aged 10 to 25 years. There is particular attention placed on young people who are at risk of disengaging, or who have already disengaged, from education and training and are not in meaningful employment.

LLENs receives their operational funding from the Department of Education and Training (DET). NELLEN receives additional funding for short-term projects from a variety of sources. This position is available to applicants who are eligible for Skills First Training subsidies. Check your eligibility here <https://www.skills.vic.gov.au/s/how-to-check-your-eligibility>

Your Opportunity

This is a Traineeship role, therefore if you already hold qualifications in Business/ Office Administration, unfortunately you will be ineligible to apply. The mission of this role is to provide administrative support to the CEO, Operations Manager and Programs Manager primarily, although there will be some ‘meet and greet’ responsibilities and support for the wider NELLEN team when capacity permits. A key responsibility is managing our Outlook and member databases.

Other responsibilities include general office duties (word processing, mail outs, maintaining office supplies, etc), meeting and greeting visitors, assisting with meeting preparation and follow-up (agendas and minutes), and assisting with online and physical events. We would also love you to be our in-house IT ‘help desk’ person, assisting the team with basic ICT needs.

Our Structured Workplace Learning (SWL) Program relies heavily on an Education Department work placement portal. Once trained, you will be required to input data accurately and in a timely manner. Professionalism is important to us, so you must have excellent written English including correct spelling, grammar, punctuation, and formatting.

You will need to be observant and proactive, willing to speak up with your suggestions, ideas and concerns. Continuous improvement is part of the DNA of our team, and we value people who not only notice how things could be done better but who will quickly act on implementing approved changes. From time to time, we will need you to phone our members, so you must be completely comfortable to pick up the phone rather than sending an email or letter.

As we’re a small team, there will be times when everyone must do a bit of everything. We want someone who is happy to help others and who will ask for help when it’s needed.

Your Role

As the **Administration Trainee**, you will be trained to **monitor and maintain** the:

- Reception area,
- Outlook and NELLEN membership databases,
- General office area,
- NELLEN's ICT systems,
- SWL Portal (*training provided*)
- Production and storage of NELLEN documents in the online file network.

As the **Administration Trainee**, you will also **support** the Chief Executive Office, Operations Manager and Programs Manager with:

- Meeting records,
- NELLEN school-industry events,
- General administrative duties.

Assessing your suitability – *please respond to each criterion with specific examples that demonstrates your relevant skill/ ability and the results you have achieved using this skills/ ability.*

If you have limited experience in the workforce, your examples can come from school, volunteer work or your involvement with sport, faith, music/arts etc.

As NELLEN's **Administration Trainee**, you will **demonstrate** the following attributes:

1. Demonstrated ability to complete tasks within reasonable timeframes
2. Excellent written skills
3. Ability to work with a high level of accuracy
4. Confidence with IT (that might allow you to help others with basic IT issues)
5. Ability to problem-solve (i.e. figure out possible next steps when something doesn't work out as expected)
6. Initiative (i.e. the willingness to speak up, step up and think things through for yourself)
7. Resilience (i.e. able to hear constructive feedback and take guidance)
8. Great phone manner and confidence to phone people you don't know
9. Teamwork and collaboration (i.e. the willingness to help out your colleagues, to help clean up after events, offer your ideas and perspectives)

Additional Information

- NELLEN is a non-smoking environment
- The contract term is subject to the successful completion of a six-month probation period
- As a Victorian government funded organisation that works with local schools, it is a requirement for NELLEN staff to have a current Working With Children's Check (*or be eligible to obtain one*), undertake a National Police Check, and be fully vaccinated. NELLEN pays for the WWCC and Police Check, but evidence of your vaccination status will be required before an employment contract can be offered.
- NELLEN values its staff members and promotes leadership, creative thinking and innovation We respect professional behaviours, embrace diversity and encourage work-life balance
- NELLEN actively supports staff to access a range of flexible work options, provides employee assistance programmes, and professional development opportunities to full-time staff

Further Enquiries

Please contact Susan Shelley on 02) 6056 0966 or operations@nellen.org.au