

# UNITED SERVICES UNION

## POSITION DESCRIPTION

<b>Position Title:</b>	Administration Officer		<b>Location:</b>	SYDNEY
<b>Occupant:</b>			<b>Division:</b>	Sydney Office
<b>Reports to:</b>	Manager Energy Utilities and Private Sector;		<b>Date Prepared:</b>	21/03/2025
<b>Grade/Salary</b>	Grade 1/1	Level 1/5	<b>Effective date:</b>	21/03/2025
<b>Hours:</b>	35 HPW		<b>Roster system:</b>	9 day fortnight

### ORGANISATIONAL AND PURPOSE CONTEXT

The position will provide a range of secretarial and administrative support to the Union and its members in the Sydney Office. The position will be responsible for distribution of incoming mail, preparation of correspondence, preparation of reports and legal documents utilising the Microsoft Office Suite (including PowerPoint, Word, Excel), handling routine enquiries, making appointments, screening and redirecting calls (including Switchboard), managing filing and records systems, preparing meetings and associated duties.

The positions will promote the image of the Union by being professional and efficient in all duties as the first point of contact the appropriate Division.

### KEY SELECTION CRITERIA

#### Essential

- Certificate III in Business Studies and or Secretarial training; and, experience in working in an administrative role
- Intermediate experience with a variety of computer software packages including Microsoft Office products; Database; Search Engines
- Able to work well in a team environment
- Able to prioritise workloads and meet deadlines in a busy environment
- Excellent communication and interpersonal skills, with the ability to interact with all level of the Union and the Union's diverse membership
- Capable of using initiative to enhance the working capability of the section
- Demonstrated understanding of and ability to deal with equal employment opportunity, discrimination and harassment issues,
- An understanding of WH&S issues relating to the workplace
- Able to demonstrate confidentiality and accuracy
- Support other areas in the organisation, including reception

## **Desirable**

- Knowledge and understanding of Trade Unions
- Ability to independently prepare standard legal documents

### **3. Relevant Position Information**

- this position is located at the Sydney Office servicing new and existing members,
- the position operates on 35 hours per week and is subject to a nine (9) day fortnight roster period.

### **4. Occupational Health and Safety Responsibilities**

#### **Employees**

Must take all reasonable care of the health, safety of themselves and other persons at the workplace, use equipment, or wear personal protective clothing, required by the Union and comply with legislative requirements and the Union's policies and procedures dealing with Occupational Health and Safety.

### **5. Equal Employment Opportunity Responsibilities**

Must take all reasonable measures to ensure they do not discriminate against or harass other employees, or customers and that they comply with Equal Employment Opportunity legislation requirements, and the Union's policies and procedures dealing with Equal Employment Opportunity.

### **6. DUTIES**

- **Follow directions from the General Secretary**
- **Effectively provide administrative duties within the relevant division**
- **Communication and distribution of requested administrative duties for the Industrial Relations Commission, and Fair Work Australia; and or statutory organisation**
- **Word processing services for team, court documents including applications, witness statements, summonses, affidavits etc. within urgent timeframes.**
- **The ability to perform editing, and formation, for documents i.e. letters, reports, witness statements, etc., received for typing, processing services**
- **Maintenance of Industrial Data Base including disputes register, agreement register (including enterprise agreements, industrial agreements, council agreements etc.)**
- **Maintenance of electronic and paper correspondence filing systems.**
- **Manage diaries for the relevant division**
- **Deal with straightforward inquires re team's services**
- **Industrial contact for workers compensation and legal referrals.**
- **Maintain appropriate data base and files.**
- **Research using law reports, industrial gazettes, industrial legislation and internet data bases.**
- **Process mail according to organisational procedures and within designated timeframes**
- **Follow WH&S policies and procedures appropriate to the position**
- **Follow policies and procedures relating to grievances, anti-discrimination and sexual harassment**
- **Reception duties as required**

## 7. Competencies

These competencies encompass all competencies associated with the USU salary system progression rules.

Competency Code	Unit of Competency
	<b>Common Units</b>
	<b>Communication</b>
BSBCM103A	Apply basic communication skills
BSBCM203A	Communicate in the workplace
	<b>EEO</b>
BSBCM315A	Work effectively with diversity
	<b>WH&amp;S</b>
BSBCM106A	Follow workplace safety procedures
BSBCM211A	Participate in workplace safety procedures
BSBCM109A	Follow environmental work practices
BSBCM215A	Participate in environmental work practices
	<b>Services</b>
BSBCM208A	Deliver a service to customers
BSBCM209A	Provide information to clients
BSBCM216A	Create customer relationship
BSBCM217A	Process customer feedback
BSBCM316A	Process customer complaints
BSBCM317A	Meet customer needs and expectations
	<b>Training</b>
BSBCM104A	Plan skills development
BSBCM210A	Implement improved work practices
BSBCM301A	Exercise initiative in a business environment
BSBCM302A	Organise personal work priorities and development
BSBCM304A	Contribute to personal skill development and learning
	<b>Work Practices</b>
BSBCM108A	Develop keyboard skills
BSBCM201A	Work effectively in a business environment
BSBCM202A	Organise and complete daily work activities
BSBCM204A	Work effectively with others
BSBCM205A	Use business technology
BSBCM206A	Process and maintain workplace information
BSBCM212A	Handle mail
BSBCM213A	Produce simple word-processed documents
BSBCM214A	Create and use simple spreadsheets
BSBCM306A	Produce business documents
BSBCM307A	Maintain business resources
BSBCM318A	Write simple documents
	<b>Assessment and Workplace Training</b>
BSZ404A	Train small groups - Non-accredited course
	<b>E-Business</b>
BSBEBUS301A	Search and assess online business information
BSBEBUS302A	Use and maintain electronic mail system
BSBEBUS308A	Maintain online business records
BSBEBUS401A	Conduct online research
	<b>Frontline Management</b>
	<b>Work Teams</b>
BSBCM404A	Develop teams and individuals

Competency Code	Unit of Competency
	<b>Systems &amp; Processes</b>
BSBFLM309B	Support continuous improvement systems and processes
BSBCMN412A	Promote innovation and change
	<b>Legal Service</b>
	<b>Instructions &amp; Communications</b>
BSACS301A	Apply the principles of confidentiality and security within the legal environment
	<b>Practice &amp; Procedure</b>
BSALC301A	Use legal terminology in order to carry out tasks
BSALPP301A	Apply knowledge of the legal system to complete tasks
BSALR301A	Handle receipt and despatch of information
BSALPP303A	Deliver court documentation
FNAMERC03B	Serve legal process
BSALLG401A	Arrange documents and list exhibits for litigation support
BSALPP401A	Prepare and produce complex legal documents
BSALC501A	Run a file
	<b>Research &amp; Development</b>
BSALC402A	Research, locate and provide legal and other information in response to requests
	<b>Recordkeeping</b>
BSBRKG301A	Control records
BSBRKG302A	Undertake disposal
BSBRKG303A	Retrieve information from records
BSBRKG304A	Maintain business records
BSBRKG402A	Provide information from and about records
BSBRKG403A	Set up a business or records system for a small office
BSBEBUS406A	Monitor and maintain records in an online environment
BSBRKG501A	Determine business or records system specifications
BSBRKG606A	Design a records retention and disposal schedule
	<b>Specialist Administration</b>
BSBADM302A	Produce texts from notes
BSBADM303A	Produce texts from audio transcription
BSBADM304A	Design and develop text documents
BSBADM305A	Create and use databases
BSBADM306A	Create electronic presentations
BSBADM307A	Organise schedules
BSBADM402A	Produce complex business documents
BSBADM403A	Develop and use complex databases
BSBADM404A	Develop and use complex spreadsheets
BSBADM405A	Organise meetings
BSBADM406A	Organise business travel
	<b>Unionism</b>
BSBUN405A	Promote the values, principles and policies of the union

## 8. Signatures

**Job Occupant:** ..... **Date:** .....

**Divisional Manager:** ..... **Date:** .....

