

Position description

Title:	General Administrator
Branch/Department:	Business Services – People and Culture
Status:	Full Time or Part Time
Location:	Belgrave Based
Reports to:	Manager People and Culture
Direct Reports:	Nil
Hours/Days of Work:	As negotiated and rostered
Requirements:	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check Completed a National Transport Commission Category 3 Health Assessment Medical

Job Purpose

This position involves providing a wide range of administrative tasks that will contribute to the smooth running of the Business Services portfolio with a particular emphasis on maintaining the record keeping for compliance purposes of the workforce database system.

The Business Services team comprises People and Culture, Safety, Finance and Information Technology.

Key Duties & Responsibilities

- Maintain databases and personnel files, reporting on and following up as required on compliance requirements including medicals, working with children check, qualifications, criminal history checks, training etc
- Manage email, phone and in-person enquires from volunteers, employees or vendors as required
- Documentation scanning, filing and archiving
- Assist with the organisation for events and functions, including but not limited to volunteer information sessions and recognition events, social functions
- Provide administrative relief support in areas of the business that are experiencing an excess/seasonal overflow of work
- Support the administration and upkeep of document management systems
- Assist with roster management as directed
- Use PBR internal communication channels to promote the work of Business Services including updates to the intranet site
- Provide leave relief for other similar positions across the organisation
- Support the onboarding and offboarding processes for volunteers and employees which may include but no limited to following up phone enquiries and conducting reference checks
- Assist with agenda preparation and minute taking for meetings as required
- Petty cash management and basic financial administration, including raising purchase orders and processing invoices following established finance systems
- Uphold privacy and confidentiality requirements in accordance with legislation, policies and procedures.
- Support the work of colleagues in the Business Services team when and where directed
- Maintain a Child Safe environment including reporting responsibilities and procedures.



- May have direct contact with children and will be required to follow all appropriate policies
- Will actively participate in continuous improvement – learning and development programs and performance management programs as directed
- Adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested

Key Competencies

- High level verbal and written communication skills
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work un-supervised and under pressure
- Ability to work as a team & to lead by example
- Strong organisational skills, with ability to prioritise and follow-through
- High standard computer skills including Microsoft suite
- Focus on service excellence, exceeding internal and external customer expectations
- Basic financial and bookkeeping skills

Qualifications & Experience Required

- Administrative experience
- Experience in data base management preferred
- High level computer skills including the Microsoft office suite
- An understanding of Puffing Billy’s history and current business desirable.

Key Relationships

- PBR staff, volunteers and visitors
- External vendors and suppliers

Health & Safety

Employees have a responsibility to:

- Participate in the development of a safe and healthy workplace
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> • Manual handling task (0 – 9kg) • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting • Walking on uneven surfaces



	<ul style="list-style-type: none"> • Sitting at workstation • Responsibility for the safety of others
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Additional Notes

- Some weekends and public holiday work maybe required as negotiated
- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, taking leave during school holidays is limited
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safe Policy and Child Safe Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants maybe subject to unannounced drug and alcohol testing

Acknowledgment

I have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee
 Name: _____
 Employee
 Signature: _____

Date: _____

Approved By:	Stefanie Straub	Date:	March 2022
Last Updated By:	Elizabeth Oxworth	Date:	March 2022



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

Our Children, Our Focus, Our Future, Speak Up!