



**THE DEPARTMENT OF EDUCATION, TRAINING AND EMPLOYMENT  
JOB AND PERSON SPECIFICATION**

<p><b>Title of Position:</b> Reception and Administration Officer</p> <p><b>Classification Code:</b> ASO1</p> <p><b>Type of appointment:</b>  <input checked="" type="checkbox"/> Ongoing  <input type="checkbox"/> Temporary      Term  <input type="checkbox"/> Other              Term  <input type="checkbox"/> Exec                Term</p> <p><b>Position Reference Number:</b></p>	<p><b>Administrative Unit:</b> Department of Education and Children's Services</p> <p><b>Directorate:</b> Office of Learning and Service Delivery</p> <p><b>Unit/Section:</b> Aboriginal Lands District Anangu Education Services</p> <p><b>Position Analysis:</b></p> <ul style="list-style-type: none"> <li>• Originated by: Chris Sheldon</li> <li>• Classified by:</li> </ul> <p><b>Version Number:</b> One</p> <p><b>Version Date:</b> 10/01/05</p>
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**Job and Person Specification Approval**

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CPE or CEO or Delegate

**JOB SPECIFICATION**

<p>1. Summary of the broad purpose of the position and its responsibilities/duties.</p> <p>The Administrative Services Officer is responsible to the District Director, Aboriginal Lands District and the Project Officer, Aboriginal Lands District through the Finance and Administration Officer for the provision of reception, switchboard, secretarial and administration services to support the effective and efficient functioning of the Anangu Education Services Office in Adelaide.</p>
<p>2. Reporting/Working Relationships</p> <p>Reporting lines are as follows;</p> <div style="text-align: center;"> <pre> graph TD     A[Administration and Finance Officer (ASO3)] --- B[Reporting and Administration Officer (ASO1)]     B -.- C[Administration Officer (ASO2)]     B -.- D[HPI Pitjantjatjara Language]           </pre> </div>
<p>2. Reporting/Working Relationships (cont)</p> <p>Key working relationships required to support performance outcomes are;</p> <ul style="list-style-type: none"> <li>• Responsible to the District Director and the Project Officer, Aboriginal Lands District through the Finance and Administration Officer</li> <li>• Reports functionally to the Administration and Finance Officer</li> </ul>
<p>3. Special Conditions</p> <ul style="list-style-type: none"> <li>• Some out of hours work may be required.</li> </ul>

#### 4. Statement of Key Responsibilities/Duties

1. Provide a quality reception service to the site by:
  - ensuring all telephone enquiries are received in a helpful, friendly and timely manner
  - ensuring that incoming enquiries and information are disseminated speedily to appropriate officers and that all correspondence is recorded and distributed
  - maintaining visitor tea and coffee facilities.
2. Provide a quality secretarial and administration service to the Superintendent in a timely and accurate manner by prioritising work received and checking accuracy of work.
3. Provide an effective and efficient service to the Anangu Education Services team by:
  - maintaining accurate filing systems and administrative procedures
  - undertaking general administrative functions such as photocopying, faxing and processing incoming and outgoing mail
  - arranging travel and accommodation requirements
  - maintaining registers for room booking, vehicle use and site maintenance visits
  - ordering and maintaining adequate supplies of stationery and ensuring that the stationery room remains tidy at all times.
4. Maintaining up-to-date records of policies, instructions, procedural information, bulletins and circulars.
  - Undertake general accounting functions as accounts payable and receivable and relevant data entries.

Acknowledged by Occupant \_\_\_\_\_ \_\_/\_\_/\_\_

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## **PERSON SPECIFICATION**

**Essential Minimum Requirements** (Those characteristics considered absolutely necessary).

### **Personal Abilities/Aptitudes/Skills**

- Ability to work successfully as a team member.
- Well developed interpersonal skills.
- Skills in discretion and diplomacy.
- Ability to communicate effectively both verbally and in writing with a wide range of people.
- Well developed keyboard and word processing skills.
- Ability to set priorities and meet deadlines under pressure.
- Ability to type at 50wpm.
- Clerical skills including general administrative procedures.

### **Experience (including community experience)**

- Successful demonstration of:
  - Experience in carrying out a wide range of secretarial and administration duties.
  - Experience in dealing with public enquiries.
  - Experience in note taking and the maintenance of records.
  - Experience in working cooperatively with a range of people.
  - Planning and organization to achieve goals.

### **Knowledge**

- Knowledge of:
  - Operating standard office equipment such as computers, fax machines, photocopiers and printers
  - Computer software programs, including Word and Excel.

**PERSON SPECIFICATION**

**Desirable Characteristics** (To distinguish between applicants who have met all essential requirements).

Personal Abilities/Aptitudes/Skills
<ul style="list-style-type: none"><li>• Ability to cope with sudden and conflicting work demands.</li></ul>
Experience
<ul style="list-style-type: none"><li>• Experience using computer applications such as Microsoft Word and Microsoft Excel, MYOB or similar Accounting software.</li></ul>
Knowledge
<ul style="list-style-type: none"><li>• An awareness of issues affecting Aboriginal people.</li><li>• Knowledge of accounts payable and receivable processes or willingness to be involved in training relating to these accounting processes.</li></ul>
Educational/Vocational Qualifications
<ul style="list-style-type: none"><li>• Computer Software</li><li>• Office Administration</li><li>• Accounting</li></ul>

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