

TRANSPORT CERTIFICATION AUSTRALIA POSITION DESCRIPTION

Position Title:	Administration Assistant
Incumbent:	Position Vacant
Reports to:	Office Manager
Direct Reports:	Nil
Date:	April 2019

The Environment

1. Background & Business Environment

Transport Certification Australia (TCA) is a national government body responsible for providing assurance in the use of telematics and related intelligent technologies, to support the current and emerging needs of Australian Governments.

TCA's mission is to provide assurance to governments, industry sectors and end-users in the use of telematics and related intelligent technologies to enable improved surface transport outcomes in productivity, safety and efficiency to be realised.

TCA provides three broad categories of service, providing opportunities to realise positive outcomes through the deployment of telematics and related intelligent technologies:

- **Advice** founded on a demonstrated capability to design and deploy operational systems and services as enablers for reform
- **Accreditation** in the type-approval and certification of systems and services that give confidence to all stakeholders
- **Administration** of programs for, and on behalf of Members and other relevant stakeholders.

TCA upholds and promotes the principles of the Policy Framework for Intelligent Transport Systems in Australia, which has been endorsed by Australian Governments.

2. Our People

TCA promotes a culture of professionalism, innovation and integrity, with a commitment to accountability, quality and excellence in the delivery of all TCA programs and services.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds, to become a vital element of the TCA team.

We support our people through ongoing development and learning opportunities, and create a supportive team environment for all our staff. We strive to be an employer of choice.

TCA welcomes the opportunity to work with enthusiastic and committed people interested in what is an emerging area of strategic interest for Australian governments and other stakeholders.

The Role

3. Purpose of the Role

The Administration Assistant role will support the Operations Division with administration services, as well as provide a backup service to the Office Manager and Executive Assistant.

The role is responsible for coordinating periodic reporting of projects, preparing and updating report documentation, records management and providing project support as required.

4. Major Responsibilities/ Accountabilities

- Coordinate and collate information and documentation from project officers, in order to complete reports
- Deliver quality, timely and effective administration support, including filing, photocopying, corporate travel bookings
- Co-ordinate meetings, including room bookings, catering requirements and telephone conferences as required
- Process all incoming and outgoing mail
- Assist in organising various internal and external corporate events and activities, including Wednesday Wrap, TCA Table and TCA Christmas Party
- Proactively build and maintain positive relationships with key internal stakeholders, identify emerging issues, and create shared solutions in order to work in collaboration across all departments
- Manage the TCA reception and switchboard as required
- Contribute to the ongoing review of current systems, and develop processes for business administration support services
- Maintain and adhere to Quality Systems processes and procedures associated with your role.

5. Key stakeholder interfaces

Internal

- The General Manager Operations will provide broad direction on routine activities required of the position..

External

- TCA clients, suppliers and contractors

The Person

6. Qualifications, Knowledge and Experience

- Experience working within reception or administration roles, supporting a fast-paced team with competing priorities
- Demonstrated ability to use broad range of computer software to undertake administrative tasks, particularly Microsoft Office (Word and Excel)
- High attention to detail

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- Well-developed interpersonal and communication skills with a demonstrated ability to build and maintain relationships with wide variety of internal and external stakeholders
 - Demonstrated ability to learn and implement new administrative processes and procedures quickly and efficiently

7. Personal qualities

- Positive, enthusiastic attitude
- An ability to work both autonomously and within a team, using motivation and initiative to resolve problems.
- Initiative and the ability to prioritise tasks, schedule own tasks and meet deadlines, proactively seeking assistance where required
- An ability to manage timelines and personal schedules
- A high level of motivation and individual proactivity
- Excellent communication and problem-solving skills.