

Position Description

Position title:	Administrative Support Officer
Reports to:	GM Corporate Operations
Direct reports:	Nil
Date:	March 2021

Organisational Context

Transport Certification Australia is a national organisation that provides assurance services relating to transport technologies and data to enable improved public purpose outcomes from road transport.

Priority outcome areas enabled by TCA services include improved road safety, transport efficiency, freight productivity, asset management and sustainability.

TCA provides four broad categories of service:

- Assurance
 - Certification of service providers, telematics applications and data
 - Type approval of devices and systems, including telematics and on-board mass systems
 - Auditing of service providers, applications, and data
- Administration
 - Administration of the National Telematics Framework, including its rules, specifications, agreements, and digital infrastructure
 - Support for applications, schemes, and other initiatives on behalf of key stakeholders
- Analysis and reporting
 - Standardised and ad-hoc data analysis, reporting and data provision to support compliance, policy, planning, investment, and operational decision making
 - Managing the Telematics Analytics Platform to support user access to data and reporting services
- Advice
 - Provision of authoritative information and advice on current and emerging transport technologies and data, and associated services

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. 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.

The TCA office is based in Melbourne.

The Role

Purpose of the Role

The Administration support officer role will generally provide corporate services in the TCA Office, as well as provide a backup support for Corporate Services functions.

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

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 and TEAMS conferences as required
- Process incoming and outgoing mail
- Assist in organising various internal and external corporate events and activities
- 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 general incoming enquiries
- Assist the IT Manager in the provision of basic IT support tasks and services
- 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.
- SharePoint management; including creating and editing libraries, lists, etc. and creating staff notifications
- Coordination of TCA OH&S as well as organisation of OH&S committee meetings
- Management of office security systems
- Management of office supplies to ensure availability as required
- Assist with staff on/off-boarding
- Organisational wide administrative support as required
- Monthly reconciliation of applicable supplier accounts

Key Stakeholder Interfaces

Internal

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

External

- TCA stakeholders and business partners.

The Person

Qualifications, Knowledge and Experience

- Experience working within reception or administration roles, supporting a fast-paced team with competing priorities
- Demonstrated ability to use a broad range of software, particularly Microsoft Office to undertake administrative tasks. Experience with Office 365 would be an advantage.
- High attention to detail
- 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

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
- A high level of motivation and individual proactivity
- Excellent communication and problem-solving skills.