

# **BUSINESS ADMINISTRATION TRAINEE**

**Established in 1985, we are a not-for-profit community based service supporting families on the Central Coast of NSW.**

## **About Us**

Established in 1985, we are a not-for-profit community based service supporting families on the Central Coast NSW. Working together with our community, we deliver services through partnerships with local organisations and government to fulfil our Vision and Mission.

We deliver a broad range of services for families with children up to the age of 12 years, young parents, grandparents raising their grandchildren and for families where a child has a diagnosed disability.

The organisation also facilitates psycho educational evidenced based course work programs; activities, small community events; educational workshops and/or training and community building. Outreach services are delivered across the Central Coast region.

## **Our Vision**

CCFSS will provide an environment which values each person's right to be heard, and acknowledges the importance of their stories, through a professional and quality service that respects differences, and recognises

and supports each person's knowledge and experience and their right to self-determination.

## **Our Mission**

We are committed to a safe and just world in which difference is respected, learning is reciprocal and everyone has the opportunity to reach their full potential. Our mission is to promote this through working with children, adolescents, families and the broader community.



POSITION	Business Administration Trainee
FTE	Full Time   35 hours per week
AWARD	SCHADS – Trainee
LOCATION	Kariong, NSW
DATE	March 2024
REPORTING TO	Administration Manager

### ABOUT THE ROLE

Central Coast Family Support Services is providing a full time Business Administration Traineeship, a great opportunity to build your career in Administration within the community and not-for-profit sectors. You will have the opportunity to gain skills and experience with on the job training and mentoring. Over the 12 month traineeship, you'll complete a nationally recognised Certificate III in Business Administration and have the opportunity to cement this learning on the job in a supportive small office environment.

The position is full time, based at Kariong NSW. The working hours are Monday to Friday from 8.30am to 4pm. Please note that these hours may be varied at times to accommodate team training, special events and promotional campaigns.

Tasks and duties include:

- Welcoming clients, team members and business partners to our site.
- Responding to enquiries from clients, community and other service providers via phone, email, online platforms and in person.
- Building and maintaining professional relationships with team, clients and key stakeholders.
- Providing administrative support to the team including; data entry, client phone calls, preparation of correspondence in line with organisational procedures.
- Updating and creating office documents.
- Collating training material and supplies.
- Coordinating meetings, appointments and client appointment reminders.
- Archiving of documents, physical and digital.
- General office housekeeping to maintain a clean, safe and presentable workplace.
- Contribute to a positive and safe workplace culture.
- Other tasks and responsibility including running errands, assistance at events and procurement of office supplies.

The employee will be expected to perform other duties as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

---

## ABOUT YOU

We are seeking an enthusiastic and motivated individual who is reliable, respectful and displays a mature mindset excited to begin their career. Bring a willingness to learn, collaborate and passion to deliver our Vision and Mission.

### Selection Criteria

- An interest in Business Administration and the Community / Not for Profit Sector.
- Basic Microsoft Office 365 skills including; outlook, word and excel.
- Confident with using a range of other computer programs e.g. CRM system (training provided).
- Good communication and interpersonal skills.
- Ability to maintain a high degree of client confidentiality.
- Accuracy and attention to detail.
- As this role is a traineeship, you must not have previously undertaken a University degree and not have previously had the subsidy claimed by another business on your behalf. Your eligibility for this traineeship will need to be assessed by the Australian Government prior to commencing in the role.
- Australian Citizen.

### Desirable Criteria

- Current NSW Working with Children Check
- A current driver's licence and access to a comprehensively insured motor vehicle for occasional work use

## TO APPLY

If you believe you are suitable for this trainee position please provide the following in your application;

- A cover letter addressing your suitability for the position (addressing the selection criteria).
- An up-to-date resume including the names of two references or personal referees.

Please mark these two documents as "Trainee Position Application" and email to: [ccfss@ccfss.com.au](mailto:ccfss@ccfss.com.au), alternatively you can post your application to:

Central Coast Family Support Services Inc.  
PO BOX 7125, Kariong, 2250

The closing date for applications is **midday, Monday 25 March 2024**. Applications may be screened prior to the closing date, with suitable applicants invited for interviews from Tuesday 26 March 2024.

Enquiries about the position may be directed to Angela Lanser on 4340 1585 or [angela@ccfss.com.au](mailto:angela@ccfss.com.au)

Persons of Australian Aboriginal or Torres Strait Islander descent are encouraged to apply. CCFSS employs staff reflective of the diverse communities we work with. We welcome and encourage applications from all backgrounds, ages, and identities, and are happy to adjust our recruitment process to support accessibility needs.

**CCFSS is committed to equity and equality for consumers and employees, building diverse and inclusive services and work environments, where all peoples from Aboriginal and Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated.**