

# Position Description

Position Title	Employee Relations Administration Assistant
Portfolio	Member Services
Reports To	Employee Relations Service Manager
Employment Type	Full-Time
Location	West Leederville

## Team Overview

This position is within the Employee Relations (ER) team, which provides Human Resources and Industrial Relations advisory, consultancy, and advocacy services to member Local Governments in Western Australia and the Northern Territory.

## Position Purpose

The Employee Relations Administration Assistant is responsible for the administrative processes that underpin the team's initiatives, ensuring the efficient delivery of ER services to Local Governments.

## Key Accountabilities

Team Support and Administration	<ul style="list-style-type: none"> <li>• Provide administrative support and coordinate the activities of the Employee Relations Services Manager and ER team</li> <li>• Assist ER team members to maintain updated CRM records for member emails sent to groups</li> <li>• Undertake all travel booking administration for the team.</li> <li>• Book catering and meeting rooms for the ER team and internal/external meetings</li> <li>• Assist the events team in managing event registrations and promotion, and provide administrative support, as required</li> <li>• Assist the ER Manager to prepare agendas for team meetings and take minutes during meetings</li> <li>• Update the ER reporting spreadsheet and team project management trackers with key team activities including ER alerts sent, events, webinars and training held, consultancy quotes and work accepted, industrial claims, compliance reviews and key advocacy steps taken</li> <li>• Update the ER subscriber list and all other team guidance documents/cheat sheets as required</li> <li>• Compile monthly status reports, quarterly reports and collate information for any other reports as required</li> </ul>
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	<ul style="list-style-type: none"> <li>• Print documents and organise files to support team members with industrial claims in the employment tribunals</li> <li>• Format and proofread documents</li> <li>• Provide support in organising webinars and monitoring registrations</li> </ul>
Website Management and Member Communications / Resources	<ul style="list-style-type: none"> <li>• Ensure the website contains up to date and accurate information.</li> <li>• Draft simple ER alerts of an administrative/marketing nature</li> <li>• Set up approved ER alerts in Mailchimp</li> <li>• Address member queries regarding website access, ER resources and templates, and access to the WALGA Salary and Workforce Survey portal</li> <li>• Send welcome emails to new ER subscribers</li> <li>• Update member contact information and contact lists for different groups</li> <li>• Email and call LG members regarding administrative queries arising from the WALGA Salary and Workforce Survey, ER alerts, and requests to access template documents and factsheets</li> <li>• Record key ABS data increases (CPI and WPI) and wage increases in enterprise/industrial agreements in an established spreadsheet from information provided</li> <li>• Update factsheets for subscribers, including the vehicle values and public holiday factsheets, based on previous templates</li> <li>• Answer phone calls from members and direct enquiries to the appropriate team members</li> </ul>
Invoicing and Financial Support	<ul style="list-style-type: none"> <li>• Undertake financial administration for the team including the generation of purchase orders and invoice requisitions, and the collation of receipts and entries to the finance system for the ER Manager</li> <li>• Monitor legal fees incurred via spreadsheet and assist with administering the payment of invoices through finance</li> <li>• Update the ER reporting spreadsheet with financial information including quotes for consultancy work accepted, purchase order numbers and invoice numbers</li> </ul>
Record keeping	<ul style="list-style-type: none"> <li>• Create and organise files in WALGA's filing system and the shared inbox</li> <li>• Save emails and documents in WALGA's filing system to capture records of team advice and activities</li> <li>• Create folders for new consultancy projects and industrial claims and support ER team members with filing</li> <li>• Suggest improvements to the ER team's filing structure for efficiency in locating documents</li> </ul>

## Key Relationships

Who	Why
Internal	

Manager	<ul style="list-style-type: none"> <li>• Escalate issues, make suggestions, and provide updates</li> <li>• Support project management</li> <li>• Receive advice and report on progress towards business objectives and future directions</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>
Team	<ul style="list-style-type: none"> <li>• Support a positive environment through teamwork, sharing knowledge and information, and supporting colleagues</li> <li>• Support a collaborative and inclusive work culture and balance the success of the organisation with individual and team goals</li> <li>• Foster a sense of unity and cooperation to achieve shared goals</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• Support positive communication on ER related processes, systems/platforms, issues, and strategies</li> <li>• Optimise engagement to achieve defined outcomes.</li> <li>• Manage expectations and resolve issues</li> </ul>
External	
Stakeholders	<ul style="list-style-type: none"> <li>• Establish professional networks and relationships with member councils and other relevant stakeholders</li> <li>• Monitor, direct and address enquiries in a timely manner</li> <li>• Manage expectations and resolve or escalate issues to the team</li> <li>• Communicate needs and facilitate routine business transactions</li> </ul>
Supplier/Service Providers and Consultants	<ul style="list-style-type: none"> <li>• Monitor, direct and address enquiries</li> <li>• Manage expectations and resolve or escalate issues</li> <li>• Communicate needs, facilitate routine business transactions</li> </ul>

## Key Competencies

Knowledge and Experience	<p>Demonstrated experience in:</p> <ul style="list-style-type: none"> <li>• an administrative role supporting management</li> <li>• organising meetings, in person and online events, travel and diaries</li> <li>• creating, editing and collating information</li> <li>• understanding the importance of professionalism in the workplace when dealing with confidential information</li> <li>• working with websites, bulk email applications and databases</li> <li>• proven Experience as an Administrative Assisant, or similar</li> <li>• Experience working in a customer service related organisation <i>(desirable)</i></li> <li>• Diploma or Certificate in Employee Relations, Human Resources or a related discipline or working towards one. <i>(desirable)</i></li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Strong organisational skills with keen attention to detail and the ability to multitask effectively.</li> <li>• Demonstrated ability to work independently, prioritise tasks and meet deadlines</li> <li>• Strong customer service focus and ability to relate to people from varied backgrounds</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to develop and maintain positive working relationships with internal and external stakeholders</li> <li>• Excellent written and verbal communication and interpersonal skills</li> <li>• Ability to prepare high quality correspondence, meeting agendas and minutes, reports, presentations and other written materials</li> <li>• Adept at using Microsoft 365 applications as well as utilising web based applications and online tools.</li> </ul>
<p><b>Behaviours</b></p>	<ul style="list-style-type: none"> <li>• Willing to learn and embrace a mindset of continuous improvement</li> <li>• Participates in collaborative activities and contributes to group discussions</li> <li>• Identifies areas for improvement and explores new ideas and solutions</li> <li>•</li> <li>• Delivers on own commitments and accountabilities</li> <li>• Recognises the importance of team and organisational success</li> <li>• Seeks feedback and suggestions for improvement</li> <li>• Positively responds to and escalates potential conflicts</li> <li>• Seeks to understand needs and expectations through active listening</li> <li>• Adheres to service standards and procedures, ensuring basic service requirements are met</li> <li>• Communicates the organisations' positions and interests to stakeholders</li> <li>• Shows an awareness of the principles of Workplace Health and Safety and applies them by taking care and being alert about issues in the workplace</li> <li>• Support a culture of openness regarding mental health and well-being, encouraging fellow employees to seek help when needed</li> </ul>
<p><b>Values</b></p>	<p>Ability to demonstrate and apply WALGA's values.</p> <ul style="list-style-type: none"> <li>• <b>Respect</b> - We act honestly, with integrity and respect</li> <li>• <b>Excellence</b> - We strive for excellence and an environment of continuous improvement</li> <li>• <b>Accountability</b> - We take responsibility and work openly and transparently</li> <li>• <b>Collaboration</b> - We value strong relationships and partnerships</li> <li>• <b>Curiosity</b> - We encourage a spirit of enquiry, and an innovation mindset</li> </ul>