

JOB TITLE Trainee Support Officer	UNIT Organisational Development, Business Partnering and Talent Acquisition	REPORTS TO Coordinator OD, BP & TA
---	---	--

WHAT WE TRUST YOU TO DELIVER



- Provide an effective and efficient customer centric service to internal and external stakeholders, including management of central inboxes
- Financial administration tasks including processing invoices, organising and managing purchase orders and creating financial journals
- Timely and accurate management of employee files, including processing, recording and retrieving documents from an electronic system
- Provide support, advice and troubleshooting for various queries relating to functions of Organisational Development, and Talent Acquisition
- Administrative actions in Council's Learning Management System and Recruitment and Onboarding system called Elmo, such as processing new employees and setting up new learning courses

WHAT YOU'LL NEED TO THRIVE



- Sound computer skills and experience in Microsoft Word and Excel, with an ability to learn new systems quickly and teach others
- Excellent customer service skills to provide a high level of service
- Good level of written communication skills and attention to detail
- Proactive and open to jumping in and learning new things
- A team player – enjoys working with others and collaborating to find solutions

WHAT WE'LL DO TO SUPPORT YOU



- Provide a safe and welcoming environment where you will be encouraged to innovate and embed new ways of working.
- Deliver opportunity for genuine engagement and collaboration across all levels of the business.
- Commit to your long term growth and career development.

WHERE YOU FIT IN AND THE DIFFERENCE YOU CAN MAKE



VISION Council will be an inclusive, healthy, creative, sustainable and smart community

VALUES Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

OUR CAPABILITY FRAMEWORK OUTLINES THE BUILDING BLOCKS WE USE TO DEVELOP OUR ORGANISATION AND PEOPLE



CAPABILITY	Technology Savvy	Systems Thinking	Achieving Goals	Customer Centric
LEVEL	3	3	4	4
CAPABILITY	Developing self & others	Building Relationships	Communicating & Presenting	Delivering results
LEVEL	3	3	3	2