

Business Administration Trainee POSITION DESCRIPTION



Position Status:	Fixed Term - Full Time
Classification:	Order – Apprentices and Trainees Wages and Conditions
Reports To:	Supervisor
Revised:	July 2026

General Position Statement

This position supports Council's direction by undertaking a Business Traineeship with the commitment to providing administration assistance in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Actively engage in training and development in the workplace by seeking and receiving advice from co-workers, on-the-job training, completing course modules, participating in formal training sessions and meeting the requirements of the Training Plan.
 - Commitment to undertaking all traineeship requirements to the successful completion of the traineeship.
 - Assist in the provision of administrative support to the Section including filing, mail distribution, data entry, basic word processing, telephone answering and other required tasks.
 - Undertake routine activities of a clerical and/or support nature.
 - Assist in the provision of routine information including general reception duties.
 - Contribute to a customer service focussed culture that is committed to Council's values.
 - Strong commitment to Workplace Health and Safety practices.
 - Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
 - Undertake other relevant duties as directed, consistent with skills, competence and training.
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Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Ability to work within a team environment.
- Ability to complete relevant national competency standards and training plans.
- Numeracy, keyboard, written and verbal communication skills.
- Interpersonal skills relevant to the position and strongly focussed on the provision of quality customer service.
- Ability to accurately complete/follow instructions and prioritise tasks.

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- Developing knowledge of work practices and policies relevant to the section/unit.
- Basic planning and organisational skills.
- Ability to use MS Office Suite and learn to operate Council's computer systems including R1, ECM, Pathways.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Additional Requirements

- Ability to work in an office environment.
- Ability to work in an outdoor environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

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Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	

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POSITION DESCRIPTION Job Application Form



Privacy Notice: Rockhampton Regional Council is collecting the personal information you supply on this form for the purpose assessing your suitability for employment with Rockhampton Regional Council. Your personal details will not be disclosed to any other person or agency external to Council without your consent unless required or authorised by law.

Lodgement Details						
Please complete this Job Application Form and submit with your application to the vacancy you are applying for.						
If you are having any issues uploading this document, please email it to employment@rrc.qld.gov.au or drop it in in person at City Hall, 232 Bolsover Street, Rockhampton .						
Position Details						
Position title:						
Position reference no:				Closing date:		
Applicant Details						
Contact name:						
Title:	☐ Miss	☐ Ms	☐ Mrs	☐ Mr	☐ Other	
Postal address:						
Preferred contact number:				Alternate contact number:		
Email:				Date of birth:		
Are you currently employed?				☐ No ☐ Yes		
If you are employed at what capacity?				☐ Casual whilst at school ☐ Casual ☐ Part time > 25hrs ☐ Part time < 25hrs ☐ Fulltime		
Are you eligible to work in Australia, or currently hold a working Visa?						☐ No ☐ Yes
If no, please provide details:						
Visa number:				Expiry date:		
Do you hold a current driver's licence?				☐ No ☐ Yes		

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If yes, what type?	☐ L (learners) ☐ P1 (red P's) ☐ P2 (green P's) ☐ P (probationary) ☐ O (open)
If yes, what class?	☐ C (manual car) ☐ CA (auto car) ☐ RE (restricted LAMS approved motorbike) ☐ R (unrestricted any size motorbike) ☐ LR (light rigid truck) ☐ MR (medium rigid truck) ☐ HR (heavy rigid truck) ☐ HC (heavy combination truck) ☐ MC (multi-combination truck)
Do you hold any full qualifications? (e.g. Certificate, Diploma or University Degree):	☐ No ☐ Yes
If yes, please provide details of all qualifications currently held: 	
Equity and Diversity	
Do you identify with the following groups:	
Young person (aged 15-24 years)	☐ No ☐ Yes
Aboriginal and Torres Strait Islander:	☐ No ☐ Yes
Migrants and refugees from culturally and linguistically diverse backgrounds:	☐ No ☐ Yes
Person with a disability:	☐ No ☐ Yes
Displaced worker (lost employment with another employer):	☐ No ☐ Yes
Woman re-entering the workforce:	☐ No ☐ Yes
Long term Unemployed	☐ No ☐ Yes

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Mature-age job seeker (aged 45 years or older)		☐ No ☐ Yes	
Veterans, ex-ADF personnel and their families		☐ No ☐ Yes	
Additional Information (please note if you answer yes to the below, your former supervisor will be contacted for a reference)			
Are you currently, or have you been, employed by Rockhampton Regional Council or have you ever been engaged by Council as a labour hire employee?		☐ No ☐ Yes <i>(If yes, please provide role details below)</i>	
Position title:		Department:	
Start date:		End date:	
How did you become aware of this vacancy?	☐ RRC website	☐ The Hub	☐ The Morning Bulletin
	☐ Employee referral	☐ Seek	☐ Social media
	☐ LG jobs website	☐ Agency	☐ Other:
Declaration			
I acknowledge that, prior to appointment to any position at Rockhampton Regional Council, certain pre-employment checks may need to be undertaken. I hereby give consent to the following: ▪ The collection, by Rockhampton Regional Council, of personal information about me; ▪ The collection, by Rockhampton Regional Council, of background information about me; ▪ My personal details to be disclosed to an authorised Rockhampton Regional Council provider for the purposes of undergoing pre-employment screening. ▪ A Criminal History Check to be undertaken by Rockhampton Regional Council. I also acknowledge that Rockhampton Regional Council may, by notice given to me, require me to provide to Rockhampton Regional Council further documentation relating to me within a reasonable time stated in the notice. I certify that the information I have provided is true and correct.			
Name:		Date:	