

# Administration Assistant

## Success Profile

<b>Your division</b>	ICT
<b>Your team</b>	Technology Service Desk
<b>You report to</b>	<b>Technology Service Desk Team Lead</b>

### PURPOSE OF YOUR ROLE

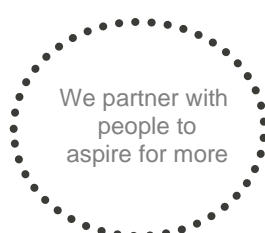
As the Administration Assistant within the Technology Service Desk team you will support Endeavour Foundation to reach business goals by ensuring consistent administration and office support is provided to the ICT team. By working both autonomously, and as part of the Technology team, you will aim to assist the team by completing administration duties and support in maintaining ICT assets.

### ORGANISATIONAL PROFILE

#### PURPOSE



#### MISSION



#### VALUES



#### VALUES BASED LEADERSHIP



### KEY SUCCESS AREAS

<b>SAFETY</b>	<ul style="list-style-type: none"> <li>Comply with Endeavour's Workplace Health and Safety policies and procedures to ensure safety in the workplace is upheld to contribute to our Zero Harm aspiration within the workplace.</li> <li>Be vigilant for situations that may cause a safety risk and take steps to minimise the risk by identifying and reporting potential hazards in the workplace to the Supervisor.</li> <li>Report accidents and/or incidents to a supervisor immediately or as soon as possible, to ensure investigation occurs in a timely manner and appropriate controls are identified and implemented to prevent recurrence.</li> </ul>
<b>CUSTOMER CONNECTION</b>	<ul style="list-style-type: none"> <li>Work as a team member to deliver consistent service to all customers.</li> <li>Consistently demonstrate Endeavour Foundation's values and behaviours in all interactions with customers.</li> <li>Communicate effectively in order to solve problems.</li> <li>Complete quality improvement forms to ensure improvements in service delivery and customer needs are identified and implemented.</li> <li>Consistently demonstrate behaviours that facilitate an exceptional customer experience.</li> </ul>
<b>OUR PEOPLE</b>	<ul style="list-style-type: none"> <li>Communicate effectively with your supervisor to successfully complete tasks.</li> <li>Provide support, guidance and detailed documentation to other team members as required.</li> <li>Participate and contribute to weekly team meetings.</li> <li>Participate in team building activities</li> <li>Participate in the Performance Partnerships program to ensure individual and team key performance indicators are achieved.</li> </ul>

	<ul style="list-style-type: none"> <li>• Achieve Key Performance Indicators as communicated by Leader to ensure participation in organisational success is understood and accomplished.</li> <li>• Assist other members of the team where necessary in creating a happy and safe team environment.</li> </ul>
<b>OPERATIONAL EXCELLENCE</b>	<ul style="list-style-type: none"> <li>• Assist the ICT team by completing general administration duties inclusive of data entry, filing and organisation of ICT documents and files.</li> <li>• Support the team to manage and create new items within IT Assets register.</li> <li>• Assist in maintaining a safe and organised workspace through the tidying and organisation of caballing, maintaining the storage rooms to the required standard and sanitising all ICT equipment once returned from sites and employees.</li> <li>• Assist in providing support through the activity of decommissioning old IT hardware and assets</li> <li>• Participate in on-the-job training and meetings and comply with Endeavour Foundation's policies and procedures.</li> <li>• Maintain knowledge and skills to fulfil operational requirements.</li> <li>• Maintain security of Endeavour Foundation hardware and software assets, and equipment, enforcing policies as per Endeavour Foundation standards.</li> </ul>

## WHAT YOU NEED TO SUCCEED

<b>CAPABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to work under limited direction and as part of a broader team.</li> <li>• Ability to maintain a high level of confidentiality.</li> <li>• Ability to work as a member of a team.</li> <li>• Ability to maintain a high attention to detail.</li> <li>• Ability to follow work instructions and apply processes associated</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Sound Microsoft Office skills in programs that include Word, Excel, PowerPoint and Project</li> <li>• Sound written and verbal communication skills</li> <li>• Problem solving skills</li> <li>• Sound organisational and time management skills</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous experience in completing administration or office support duties</li> </ul>

