

ADMINISTRATION SUPPORT TRAINEE – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS

Proudly United

Value Statements:

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

Truly Authentic

Value Statements:

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

Passionately Innovative

Value Statements:

In an ever-changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

Openly Accountable

Value Statements:

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

ABORIGINAL ACKNOWLEDGMENT

We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland’s land and waters. We pay our respects to their Elders both past, present and future leaders.

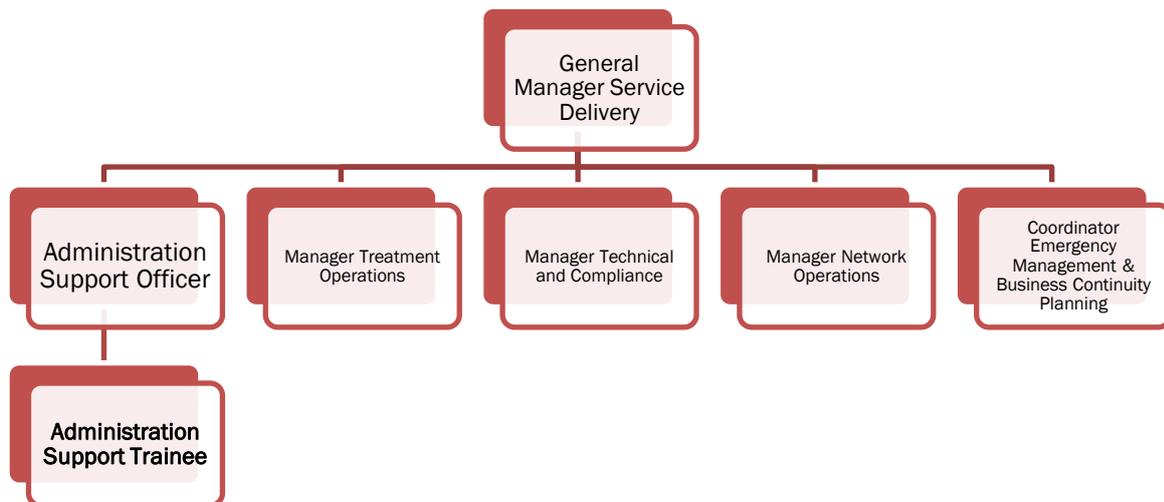
We recognise and respect their unique cultural heritage beliefs, and intrinsic connection to Country, that continues to be important to them today.

We have a strong commitment to building and developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations in the East Gippsland region and beyond.

POSITION DETAILS

Position Title:	Administration Support Trainee	Effective Date:	September 2025
Department:	Service Delivery	Job Location:	Mitchell Depot
Reports To:	Administration Support Officer	Supervises:	Nil
External Contacts:	Consulting engineers, contractors, consumers, the general public, East Gippsland Shire, material and equipment suppliers, other water corporations and statutory bodies		
FTE Classification:	1.0	Position Number:	TBC
Prepared By:	People, Safety, and Culture; General Manager Service Delivery	Approved By:	General Manager People and Culture

ORGANISATIONAL CHART



ABOUT THE ROLE

The Administration Support Trainee will assist Service Delivery to achieve corporate objectives effectively and efficiently, through providing administration support in the areas of;

- Procurement and business process administration support for delivery of Operational Projects delivery
- Minor trade-waste agreements
- Business Continuity and Emergency Management documentation
- Business reporting.

WHAT YOU WILL BE DOING

Operational project procurement and administration	<ul style="list-style-type: none"> • Providing administrative support for undertaking procurement within Service Delivery • Providing administration support and tracking of Operational Project delivery processes, including completion of Asset Creation Forms (ACFs).
Compliance administration	<ul style="list-style-type: none"> • Support the compilation of information for Business Continuity Plans and Emergency Management Plans • Administration support for minor trade waste agreements within the trade waste management framework • Providing administration/ logistical support for managing water and wastewater sampling and dam safety defects management / inspection tracking • Supporting management report preparation.
General administration	<ul style="list-style-type: none"> • Supports the Service Delivery leadership team by organising leadership team meetings, Service Delivery wide events and capturing actions. • Supports the Service Delivery leadership team by monitoring CAMMS risk and incident debrief initiatives.
Teamwork	<ul style="list-style-type: none"> • Provide and pass on relevant knowledge and training to team members and other employees as required. • Liaise effectively between the Service Delivery team and other sections of EGW. • Assist with Emergency Management functions as required.
Culture, Values & Behaviours	<ul style="list-style-type: none"> • Remain open, approachable and available for all staff within the team, promoting a positive, optimistic and enthusiastic work culture. • Build a supportive and cooperative environment, one that recognises the value of collaboration. • Support a workplace culture that enables diversity, fair and inclusive practices. • Represent and role model EGW Values & Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.
Health, Safety & Environment	<ul style="list-style-type: none"> • Communicate, apply, and promote Health, Safety and Environment policies, procedures and safe systems of work. • Contribute to developing a safe working culture through leading by example and acting responsibly for the safety of self and others. • Ensure activities are conducted in accordance with our risk management, environment and workplace health and safety management frameworks.
Records Management	<ul style="list-style-type: none"> • Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system.

	<ul style="list-style-type: none"> Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers.
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SKILLS, QUALIFICATION & EXPERIENCE

SPECIALIST SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> Basic understanding of administration and business processes Ability or aptitude to learn and use industry-specific software and technology. Quick learner of concepts and technical information 	<ul style="list-style-type: none"> Knowledge of Service Delivery activities or specific activities such as water quality, project delivery or emergency management Ability to quickly learn procurement processes and policies, including sourcing suppliers and obtaining quotations.

LEADERSHIP SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> Ability to work well with others, sharing information and resources to achieve common goals. Excellent time management skills to prioritize tasks and manage multiple responsibilities effectively. Flexibility to adapt to changing circumstances and handle unexpected issues in inventory and operations. 	<ul style="list-style-type: none"> Ability to work independently on defined tasks or projects. Proactive approach to identifying and implementing improvements in inventory and operations management. Being attentive and responsive to the ideas and concerns of team members, ensuring effective communication.

INTERPERSONAL SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Ability to clearly convey information and instructions to colleagues, suppliers, and other stakeholders. • Flexibility to adjust interpersonal approaches based on different situations and individuals. • Ability to work collaboratively with others, contributing to a positive team environment. 	<ul style="list-style-type: none"> • Ability to write detailed reports on maintenance issues. • Being fully present and attentive when others are speaking, ensuring effective communication. • Maintaining composure and patience in challenging situations, especially when dealing with customer interruptions or operational issues.

QUALIFICATIONS

Required:	Desirable:
<ul style="list-style-type: none"> • Compulsory trainings through course of employment. 	<ul style="list-style-type: none"> • Certificate III in Business. • Current Victorian drivers licence.

EXPERIENCE

Required:	Desirable:
	<ul style="list-style-type: none"> • Experience in procurement, project management or similar. • Experience in a workforce undertaking business administration or process activities.

KEY SELECTION CRITERIA

1. Ability to learn and accurately follow instructions and processes
2. Effective communication and basic IT skills, including report writing and interaction with co-workers and management.
3. Ability to meet work targets and deadlines, with good time management and prioritization skills.
4. Positive attitude towards personal development, being accountable, innovative, authentic, and a team player to achieve corporate objectives.

ADDITIONAL REQUIREMENTS

Employees must be capable of fulfilling the requirements of the position with regard to the inherent activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities, impairments or cultural considerations unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.

All employees are required to uphold East Gippsland Water Code of Conduct and Values and Behaviours at all times. All East Gippsland Water employees are Victorian Public Sector employees and are also required to comply with the VPSC Code of Conduct.

For more information about our career opportunities and our current vacancies, please visit [Careers at East Gippsland Water | East Gippsland Water \(egwater.vic.gov.au\)](https://www.egwater.vic.gov.au/careers).