

## **2026/2027 – Trainee Administration Officer**

Information Package for the position.

**Applications Close: 4.00pm Monday, 20th April 2026**

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### **1. Introduction**

Thank you for your interest in the traineeship with the Bruce Rock Community Resource Centre (Bruce Rock CRC)

The Bruce Rock Community Resource Centre has been successful in securing funding to engage a trainee commencing in 2026.

Depending on the skills, strengths and career goals of the successful applicant, the following qualifications can be considered:

- Cert II in Tourism
- Cert III in Business
- Cert III in Individual Support
- Cert III in Government (In partnership with the Shire of Bruce Rock)

The successful applicant shall be appointed to work at the Bruce Rock Community Resource Centre for 25 hours a week. During this time the trainee will work five days at the Bruce Rock Community Resource Centre. From 9am to 2pm with a 15min paid break.

## 2. Advertisement

### **Bruce Rock Community Resource Centre Traineeship Opportunity – Certificate II or Certificate III**

Applications are invited for a Trainee at the Bruce Rock Community Resource Centre, ideally with an immediate start.

Certificate II and III pathways will be considered, including Business, Tourism, Events, Independent Support and Local Government, depending on the applicant's interests and suitability.

This traineeship is offered for a period of approximately 18 months. Start time at 9:00am and finish time at 2:00pm with a 15-minute paid break.

During this time, the successful applicant will receive both on and off-the-job training while gaining practical experience in Customer support, administration, community services and event planning within an office environment.

The Bruce Rock Community Resource Centre is seeking a person who is well presented, motivated and reliable, with a positive attitude and a genuine willingness to learn.

For further information please contact Rochelle, CRC Manager on 90611687.

Written applications addressing the selection criteria must be submitted by 4pm Monday 20<sup>th</sup> April 2026 via:

Post: 40-42 Johnson Street, Bruce Rock WA 6418

Email: [coordinator@brucerockcrc.com.au](mailto:coordinator@brucerockcrc.com.au)

Delivered in person to the Centre at 40-42 Johnson Street, Bruce Rock.

Please mark your application:

**Confidential – Attention Manager, Trainee Application**

Rochelle Guest  
Coordinator  
Bruce Rock Community Resource Centre

### 3. Position Description

**POSITION:** Trainee – Certificate II or III

**SALARY:** Award Rate

**TENURE OF EMPLOYMENT:** Until December 2027

**ORGANISATION:** Bruce Rock Community Resource Centre

**RESPONSIBLE TO:** Coordinator/Chairperson

#### Objectives of the Position

- To undertake on and off-the-job training to satisfy the requirements of a Certificate II or III qualification.
- To gain practical workplace experience in Customer support, administration and community services.
- To provide staff supervised assistance across a range of CRC programs and services.

#### Duties of the Position

The extent of involvement in the following duties will depend on the qualification pathway and skills developed during the traineeship:

Greeting customers in person and on the telephone and directing enquiries appropriately.

- Assisting with customer enquiries and front counter support.
- Assisting with start-of-day and end-of-day procedures.
- Assisting with event coordination and promotion (where relevant).
- Setting up meeting rooms and booking facilities.
- Supporting the maintenance of the records management system.
- Assisting in writing adverts and providing support to the Rock Review Volunteers.
- Planning approved posts for social media and website updates.
- Participating positively in a team environment.

#### Requirements of the Applicant

- Commitment to complete the traineeship and associated training.
- Basic communication skills.
- Basic computer and numeracy skills.
- Willingness to learn and take initiative.
- Friendly and confident manner when communicating with the public.
- Creative mindset and interest in contributing to the local community.

#### 4. Selection Criteria

*(Please ensure you provide written information on your skills, experience and/or qualifications in each of the following Selection Criteria areas)*

##### **ESSENTIAL:**

- Basic verbal and written communication skills.
- Basic computer, numeracy and time management skills.
- Completion of Year 10 secondary schooling.
- Basic social media and IT skills
- Demonstrated participation in community services and community events.
- Ability to work and contribute to a team environment.
- Demonstrate a good quality of customer service in dealing with the public.

##### **DESIRABLE:**

- Previous cash handling.
- Previous telephone experience.
- Previous customer service experience.
- Previous IT or technical skills including working knowledge of Microsoft Office and similar design programs such as Canva.
- Volunteer or community involvement.
- Familiar with the local district.
- Completion of Year 12 secondary schooling
- "C" Class licence

## **5. Submitting an Application**

### **Guidelines**

The following guidelines have been developed to assist you in preparing your application and to ensure all documentation is submitted with your application.

### **Preparing your application**

Applicants who meet the essential criteria and who from their application appear to be competitive will be short listed for interview. This decision will be based on the information that is relevant to the position that you provide in your application. Please research the Denmark Community Resource Centre by coming into the centre, attending an event and reviewing the website.

Your application should include the following information:

### **Covering letter**

State the identifying details of the position together with any relevant information of your availability for an interview.

You may wish to summarise your application and emphasise your strongest points and achievements.

### **Curriculum Vitae (Résumé)**

This is a summary of your work history (if any) and should start with the most recent or current position. You should include employment to and from dates, position title and brief details of duties.

Please ensure you include your personal details including name, current address and telephone number.

You should also include any qualifications and training achievements. Be sure to include any study you are currently undertaking or volunteer roles.

### **Addressed selection criteria**

It is a requirement of your application that you address the selection criteria as outlined in the Position Description.

The selection criteria are the qualifications, experience, knowledge, skills and abilities considered necessary to perform the functions of the position.

Include examples of how you meet the selection criteria; provide details.

## Referee

Referees should be contacted for approval prior to being listed in your curriculum vitae / resume. If possible, one referee should be your current or recent supervisor / manager or school.

Provide names, work/school addresses and current contact telephone numbers for each referee.

Only referees that can comment on your work experience (preferably against the selection criteria) should be included.

It is recommended that you advise your referees of your application as they may be contacted.

Only photocopies of your qualifications, certificates should be attached to your application – please do NOT send originals.

Applications will not be accepted after the closing date/time.

**Deliver:** Bruce Rock Community Resource Centre, 40-42 Johnson Street,  
Bruce Rock WA 6418

**Post:** Bruce Rock Community Resource Centre, 40-42 Johnson Street,  
Bruce Rock WA 6418

**Email:** [coordinator@brucerockcrc.com.au](mailto:coordinator@brucerockcrc.com.au)

Marked: **Confidential Attention: Coordinator, Trainee Application**

Subject title: **Confidential Attention: Coordinator, Trainee Application**

## 6. Salary, Employment Conditions & Other Benefits

Employment conditions are in accordance with the Miscellaneous Award (MA000104)