



**Summerland
Bank**



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**Want to work
at Summerland?
Join our team!**



Want to work at Summerland? Great choice!

As a customer owned organisation, we're not like a major bank, as our profits don't go to external shareholders. We're defined by our mutuality, which means we're owned by our customers, run by our customers, and everything we do is for the ultimate benefit of our customers.

Our Purpose

why we are here

**Better banking,
stronger
communities**

Our Vision

what we want to achieve

**To be Australia's
most successful
customer-owned
bank**

Our Values



Default to
positivity



Be brave



People
matter most



Make
others proud



Keep it
simple

A local, sustainable kind of banking - one with your best interests at heart

Summerland has a long history of integrating sustainability practices into our business. We exist for the benefit of our customers and the communities we serve. Our Environmental, Social and Governance principles ensure we maintain a focus on good practices, while supporting our customers and communities. benefit of our customers.



Giving back to our community

We strive to support a wide range of community groups with:

- Community sponsorships
- Community accounts
- Reduced rate for Eco Loans
- Staff paid Volunteer Day

People matter most

Our people are considered our greatest asset and key differentiator. It's good business to enable our people to thrive with great training and coaching support.

Respectful relationships provide a strong foundation for our workplace culture; expressing the way we do business with our customers. It's one of the reasons we have been awarded Kincentric Employer of the Year, for three consecutive years.



KINCENTRIC
Best Employers

AUSTRALIA 2022

What Summerland offers you

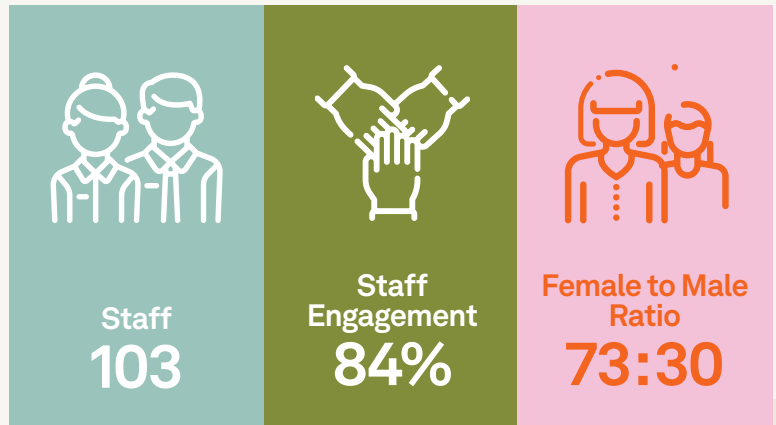
- Above award wages
- Training and career development
- Flexible working conditions
- Concessional interest rates
- Staff fee exemptions
- Modern working environment
- A uniform allowance
- Professional success with a community focus
- Employee Assistance Program: wellbeing for staff and their families
- Lots of fun, we have great staff social events
- Opportunity for career breaks to do the things you love
- An opportunity to remain in a vibrant community without having to relocate
- An awesome place to work!

Learning and Development

At Summerland, you will not just be doing a job, you can also build a career.

We are committed to providing learning and development opportunities for you to thrive:

- Induction and orientation (comprehensive 6 month program)
- Traineeships in various certificates eg: Financial Services, Business, Accounting
- On-going products and systems training
- Easy to understand compliance requirements via our online learning platform
- Leadership, management, mentoring and coaching skills
- People and Culture portal to manage all your career needs



Local branches across the beautiful Northern Rivers

Employing over 100 staff with branches stretching from Grafton to The Pines at Elanora and Head Office in Lismore, Summerland is one of the largest locally owned and operated businesses in the region offering a wide variety of careers across customer services and business support, including:

- Contact Centre Services
- Banking Advisors
- Banking Specialists
- Lending Specialists
- Loans Support
- Credit
- Payments Processing
- Systems Analysts
- Business Analysts
- Finance
- Information Technology
- Legal/Compliance
- Marketing
- Executive Assistants

Trainee Administrative Assistant

Purpose

Welcome to Summerland Bank, where banking meets community values.

We are a customer-owned bank and a certified B Corporation, dedicated to serving the residents of a vibrant regional area in Australia. At Summerland Bank, we prioritise the well-being of our customers and our environment, ensuring that every financial decision we make aligns with our commitment to social and environmental responsibility. As we continue to grow, we are seeking passionate individuals who share our vision and want to contribute to the positive impact we make in our community. Our multi-award-winning transformational culture is how we sustainably succeed in serving regional communities for over 60 years.

Join us and become part of a team that values integrity, sustainability, and the power of banking for good to deliver on our purpose: Better Banking, Stronger Communities.

Overview

The Administrative Assistant (Trainee) is an integral part of the Summerland team providing support and customer service to a range of departments. It is a multi-faceted role requiring working knowledge of office equipment, business processes and computer applications. The role reports to the Chief Operating Officer and forms part of the Business Services Team. The trainee position is a fixed term position for a 12-month period to align with the completion of the Traineeship.

The role of Trainee Administrative Assistant adds value through exceptional customer service in the provision of a number of key administrative functions within our Head Office at Lismore including, but not limited to (further detail in table below):

- Distribution of mail, purchase and coordination of stationery and supplies, purchase orders and payments.
- Updating Recruitment Board, management of uniforms, coordination of staff events, inductions, Tuesday Training
- Maintenance of noticeboards, safety audits, data inputting, scanning and creation of documents, training materials
- Assistance with coordination of campaigns, training, and events

The person will be required to work in a variety of departments in Head Office, including supporting the People & Culture, Marketing, Finance, Property & Security Officer and working closely with the Sales Enablement Manager and Executive Assistant to the CEO and Board to assist with a wide range of administrative duties. The person will be flexible and proactive in developing relationships with these teams to provide exceptional customer service.

The Trainee Administrative Assistant is an energetic individual who is able to use their initiative and work autonomously, and as part of a number of administrative teams in Head Office. Your integrity and interpersonal skills demonstrate ease at developing relationships with a variety of people. You value interactions with others developing authentic relationships as the foundation for exceptional customer service. You enjoy diversity in your work and are reliable and trustworthy encouraging colleagues to be confident in assigning duties.

You are committed to personal growth, act with integrity and accountability, have fun along the way, and celebrate success as one team. You thrive in a performance culture to deliver quality outcomes. You do not shy away from challenges, act with agility, adaptability and have the will to learn and succeed. You are open to new ideas, seize opportunity and deliver simple, sustainable, quality solutions.

Ideal Match

- Strong interpersonal skills to communicate effectively with people at all levels: one-on-one and over the telephone
- Ability to complete work effectively with limited supervision
- Proven ability to work within a small team environment
- Flexibility in approach to work, the ability to prioritise and multi-task
- The ability to maintain confidentiality
- Willingness to complete the Cert III Business Services as part of a traineeship
- An aptitude for technology with working knowledge of the Microsoft Suite
- Ability to use social media communication channels/internet, with an interest in graphics
- A demonstrated passion for self-development and a 'can do' attitude
- A current motor vehicle licence and the ability to travel to a variety of locations

Key Responsibilities

Responsibility	How you make a difference
Customer Service	<ul style="list-style-type: none"> • Confidently engage with your customers (colleagues), proactively asking questions to clarify needs. • Respond to staff requests promptly and efficiently, asking questions to clarify needs and ensure deadlines and quality outcomes are met. • Engage effectively with diverse customers and tasks. • Provide exceptional customer service and a 'can do' attitude.
Communication	<ul style="list-style-type: none"> • Establish and maintain professional and productive working relationships (with a range of internal/external stakeholders including third parties) with simple, open, and engaging communication. • Provide professional service to internal and external customers via a range of channels. • Respond to enquiries promptly and efficiently ensuring that needs are determined and met. • Deliver simplicity by ensuring the complexity of process and compliance rests with the team and not the customer in all communication.
Teamwork	<ul style="list-style-type: none"> • Contribute to a positive team environment by consistently living our values. • Proactive team engagement with a willingness to share the workload and bring a positive attitude, flexibility, and adaptability to the achievement of priorities. • Operate as one team to provide support, encouragement and collaboration in the achievement and celebration of success. • Be brave, challenge constructively and continually raise the standard to make each other proud. • Coach and mentor self and others for knowledge transfer, growth, and development. • Attend community events and actively promote the Summerland brand. • Participate in Summerland volunteer days to give back to our community.
Compliance & Accuracy	<ul style="list-style-type: none"> • Deliver outcomes that are of a consistently high standard and free from error. • Perform all activities in accordance with Summerland policy, procedure and process and aligned with our corporate values. • Apply creativity and experience to provide innovative ideas for continual process improvements. • Embrace change and maintain currency of systems, processes, compliance, and risk.

Performance	<ul style="list-style-type: none"> • Proactively manage workload and training responsibilities, negotiating tasks and timelines to meet all required outcomes and deadlines. • Deliver on expectations regarding performance and behaviours in accordance with our values. • Achieve/exceed objectives to support business performance. • Take ownership for results, track performance against agreed priorities, report on progress and seek regular feedback for development. • Actively participate in training, coaching, mentoring and performance feedback with a strong focus on self-development and team results. • Perform other duties as assigned, including but not limited to key responsibilities outlined in the position description.
Self-development	<ul style="list-style-type: none"> • Take responsibility for ensuring regular coaching conversations and actioning plans. • Actively seek out training and development opportunities and identify and monitor these through the development plan. • Self-manage to establish/maintain professional working relationships and contribute as a valued and reliable team player. • Seek support when required to build resilience and confidence. • Maintain personal and workstation presentation to ensure that the environment is a positive and professional space.