



## Job Description

**Title:** Trainee Administration & Personal Assistant

**Job Type:** Part-Time 2 Days per week  
7 hours: 8:30am – 4:00pm 30 minute Lunch Break.

**Award:** Clerks – Private Sector Award 2010 (MA000002)

**Pay Rate:** as per the National Training Wage regulations

**Location:** Studio – 5 Durham Road Newborough

**Department:** Bookings & Client Management Team

**Supervisor/Manager:** Business Owner – Naomi Secombe & Editor & Creative Design Department

### Main Responsibilities:

The Bookings & Client Management Team is to provide support to the Editor & Creative Design Department as well as the Senior Photographer.

The Administration & Personal Assistant is to work closely with all other departments to ensure all administrative tasks relating to the client/session workflow are completed.

The Administration & Personal Assistant is responsible for first impressions of the client area and studio, ensuring cleanliness and professionalism of the premises.

### Main Duties & Tasks:

- Manage client enquiries via email, including initial enquiry, email follow ups and phone calls as necessary.
- Manage client bookings, including booking confirmation, invoices, contracts, questionnaires for all sessions and all notes associated with bookings.
- Provide detailed reports to Business owner regarding the various stages of projects and sessions through the workflow.
- Assist with managing make up artist bookings for all sessions
- Assist with managing cake orders for cake smash bookings for all sessions
- Assist where directed with the setup for sessions including prop setup & backdrop setup
- Assist on site where directed with the setup for photo sessions
- Maintain cleanliness of studio with weekly cleans during allocated times.
- Assist through sessions where directed including light placement, holding reflector, assisting with siblings, assisting with extra props, pack up & setup.
- Recording Invoices and Payments. Assist with setup of Payment plans.
- Communication with clients regarding special requests for their upcoming session
- Assist with the Packaging of products and arrange postage/courier
- Assist with Social media management

- Maintain a clean and safe workspace and abide by workplace health and safety policies and procedures as well as business policies and procedures within the Employee Handbook.
- Maintain accurate client records with notes of all communications at all times with the business's CRM – Studio Ninja.
- Work within a team environment to complete tasks to a high standard and meet deadlines.
- Other tasks as directed.

## **Skills & Experience:**

### **Qualifications:**

- Trainee to be signed on to complete Certificate II or III in Business Administration
- Must have or obtain a Working with Children's Check (if Required)
- Must be up to date with current immunisations – Whooping cough & annual Flu
- Must complete Covid-Safe Training

### **Experience:**

- Competent in using Microsoft office suite.
- Competent in computer database software

### **Skills:**

- Excellent verbal and written communication skills
- Organised and able to meet deadlines
- Professional manner and presentation
- Accurate Data Entry and client record management skills
- Work autonomously without direct supervision
- Microsoft Office Suite
- Work within a team environment and assist others where needed to meet project deadlines.
- Good with children

### **Other:**

- Adobe Photoshop & Adobe suite and a creative flair and personality is advantageous.

## **Training & Growth Opportunities:**

Upon completion of the Traineeship, you will have obtained a Certificate II or III in Business Administration and be a Bookings & Client Manager. Your role within the organisation will allow you to use your learnt skills extensively. On the job experience will enable you to advance your skills in this area and become a Team Leader within this department as the business grows and oversee trainee Administrative personnel.

Naomi Seccombe Photography has career path opportunities leading to further training in the Editor & Creative Design department, or roles as an Assistant Photographer.

## **Key Performance Goals:**

- Carry out the daily administrative duties
- Maintaining an organised logical system and meet strict deadlines
- Maintain accurate client notes and communication with other staff members
- Professionally liaise with clients and internal employees.
- Play an active support role to other departments