

Position Description

Position Title	Campus Support Officer – Sherwood Park
Portfolio	Education
Division	Food, Fibre, Land and Trade
Department/Cost Centre	Food, Fibre, Land and Trade - 01850
Classification	Specialist Staff 3
Position Number/s	101923
Reporting to	Teaching Manager - Food, Fibre, Land and Trade

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none. Our campuses are located in Warrnambool, Portland, Colac and Colac, with facilities and services set to expand as the region grows.

Our **Ambition** is to provide future focused education that creates a lifetime of opportunity and employability. Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The Department for Food, Fibre, Land and Trade is responsible for the delivery of food processing, agriculture, horticulture, wool classing, catchment and land management, horse racing, building and construction, cabinet making, electro-technology, plumbing, automotive, engineering, maritime and ICT programs across the South West TAFE campuses and has staff based at Warrnambool, Portland, Hamilton and Glenormiston.

Many of the programs are offered offsite or industry client sites and use a variety of delivery modes, including industry or workplace based training, Apprenticeships and Traineeships.

Position Overview/your Opportunity

The Campus Support Officer – Sherwood Park supports the day-to-day operations of the FFLT Division at Sherwood Park. The position undertakes a range of administrative tasks associated with the delivery of funded and commercial teaching programs offered in Food, Fibre, Land and Trade at the campus; and provides a high level of administrative support to the Manager, Senior Educators and teaching staff. As part of this role the Campus Support Officer will also provide a range of Client Support Services at Sherwood Park. Client Support Services will include meeting and greeting visitors to the campus, advising students on course requirements, course fees, assistance with enrolling and fee payments.

To be effective, it is essential that the Campus Support Officer develops a sound understanding of the operations of a teaching department and Client Services and is committed to establishing positive relationships with other staff and our internal and external clients. An excellent customer service focus is pivotal to the role.

Key Responsibilities

- Provide first point of contact for students, staff, contractors, suppliers, guests and other people visiting the campus.
- Working under general supervision guided by policies and guidelines responsible for providing high quality customer service and accurate advice by maintaining a thorough knowledge of all courses delivered by the relevant area for both internal and external enquiries, including new and prospective students, employers and other SWTAFE clients and contacts.
- Liaise and work with staff and managers from across SWTAFE to ensure the Sherwood Park campus has a full and effective set of support services for staff and students
- Use the SWTAFE CRM and Student Management systems as described in SWTAFE procedures and business rules to process student inquiries and enrolments, run reports; and process and report on data as needed
- Advise students on course requirements, course fees, and provide assistance with enrolling and fee payments
- Provide assistance to teachers and students with the enrolment process by following up student inquiries, course applications, pre-training review and literacy and numeracy review completions, and return of completed and signed enrolment forms.
- Provide assistance to teachers and senior educators with recording participation, results and withdrawals as required.
- Working independently ensure that student and course documentation is distributed and collated to support and co-ordinate activity with the Customer Service Team to deliver an effective, efficient and timely enrolment process following SWTAFE policies, procedures and guidelines.
- Provide administrative support to the Teaching Manager, Senior Educators and teaching staff within the Division
- Prepare and maintain student files and records for the effective and efficient delivery of government funded and commercial courses.
- Assist with achieving full compliance with SWTAFE policy, procedures, business rules and HESG and ASQA guidelines.
- Assist with the organisation of meetings, including development and distribution of agendas, including the collation of relevant weekly and monthly reports including SCH, HR, financial and other reports relevant to the Division's activity
- Record and distribute accurate and detailed minutes of division related team and project meetings and ensuring that action items and communication is appropriately recorded and followed up
- Monitor and maintain electronic and paper based correspondence and distributing to division staff as applicable
- Support the set-up and distribution of departmental timetabling documentation and maintain the department's CELCAT timetabling system
- Arrange travel, accommodation, and car hire for staff travelling for work purposes
- Organise the maintenance of office equipment and consumables for use by division staff
- Support the purchase of equipment and services using SWTAFE financial guidelines
- Use MS Outlook and the SWTAFE calendar to coordinate internal and external meetings, and monitor staff activity to ensure the effective resource management.
- Provide expert assistance to Division staff in their day to day use of the Student Management Solution (SMS) system
- Enter student data on the SMS in accordance with authorised requests
- Liaise with the Student Data Management team to ensure optimum use of the system.
- Liaise with the Teaching Quality Centre (TQC) maintain current knowledge of Victorian Training Guarantee (VTG) program specifications and Australian Skills Quality Authority (ASQA) standards.
- Recognise areas in which guidance and support is required from the Manager and seeks appropriate assistance
- Keep up to date with relevant information and industry best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment
- Actively participate in the organisations Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility

Key to Success (Key Selection Criteria)

Successful candidate will demonstrate the best combination of the following characteristics;

- Demonstrated experience and expertise in independently providing high levels of customer service with the ability to relate well to people at all levels providing courteous, informative and accurate responses to enquiries
- Demonstrated excellent organisational and administrative skills; a flexible and mature approach to work; the ability to use initiative and identify possible solutions; and accept responsibility and function effectively with limited supervision
- Proven time management skills, with a demonstrated ability to meet deadlines and guidelines, achieve goals, progress multiple tasks and prioritise work schedules
- Demonstrated competence and knowledge of the use of computer applications and databases, particularly Windows, MS Office products, Internet based applications and student database management software
- Proven ability to work effectively and collaboratively as part of a team demonstrating excellent communication and interpersonal skills; and the ability to build effective and professional relationships with a diverse range of people
- Knowledge of the Vocational Education and Training system, in particular traineeships/apprenticeships
- Demonstrated ability to work within and contribute to the development of organisational policy and procedures.

Qualification/Requirements

Mandatory requirements

- Relevant Degree with relevant work experience or a suitable combination of lesser qualifications and significant relevant experience.
- Employee Victorian Working with Children and satisfactory Police Check

Highly desirable requirements

- An AQF 5 or higher level business or administration qualification
- Experience using Microsoft Office products and relevant industry software and programs
- Knowledge of the Vocational Education and Training system.

Additional information

- South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
- South West TAFE promotes the safety, wellbeing and inclusion of all children including those with a disability
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2016
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Hiring Manager	John Flett	06/06/2019
Approved by	Executive Manager, Education	John Flett	06/06/2019
P&C review	People and Culture	Lynden Brown	17/06/2019
Agreed by	Incumbent		