

<b>Position Title</b>	Support Officer – Thomas Foods International
<b>Portfolio</b>	Education
<b>Division</b>	Education
<b>Department/Cost Centre</b>	Education - 05004
<b>Classification</b>	Specialist Staff Level 4
<b>Position Number/s</b>	102826
<b>Reporting to</b>	Head of Land, Food and Fibre
<b>Supervises</b>	Nil

### Who is South West TAFE?

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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, Hamilton and Colac, with facilities and services set to expand as the region grows.

Our **Ambition** – Education that Creates a lifetime of opportunity for all.

Our **Purpose** – We provide accessible and equitable training and education opportunities that enable our students, industry partners and communities to flourish.

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

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The Education portfolio is responsible for delivering education programs across the south west region and seek opportunities across Victoria. The portfolio works in collaboration with internal, industry and community stakeholders and partners, to establish exciting innovative and collaborative educational programs that aim to meet the current and emerging employment needs of the region. The Director of Education leads the operational component of the Education portfolio.

The Education portfolio liaises closely with industry, employers and our community; and works closely with the Institute's education departments to match the employment needs of the region with education and training solutions. The portfolio uses research from local, national and international reports to understand current and emerging employment and educational trends and use relevant data to support business case applications. The outcomes of this engagement and research are to be reported to the executive management team, the Institute Board and its relevant sub-committees, and relevant stakeholders across the organisation.

The Education portfolio explores new ideas and solutions to enhance current and emerging workplace productivity; and on behalf of the Institute and our partners seek financial support from local, state and federally funded schemes through the submission of business case applications. It is the responsibility of the education division to successfully manage approved projects and to support and guide teaching departments with appropriate project management, to ensure all projects are delivered on time, within budget and achieve the project objectives.

At all times the portfolio aims to achieve best practice outcomes that can be shared across other industries and the TAFE network.

### Position Overview (Your Opportunity)

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The Support Officer - Thomas Foods International will support educational opportunities at Thomas Foods International. The position establishes and maintains positive working relationships with all relevant teachers and support team members at SWTAFE, senior staff of Thomas Foods International and will include coordinating the administration needs of programs delivered to the company.

To be effective in this role, it is essential to gain a sound understanding of the operations of all relevant teaching departments and be committed to establishing positive relationships with all key stakeholders, including the SWTAFE Industry and Community Engagement team, involved teaching portfolios, and all staff involved with the training at Thomas Foods International. An excellent customer service focus is pivotal to the role.

As one of the first points of contact the position fulfils an important coordination function, providing a high level of customer service, including up to date and relevant information on matters applicable to the ongoing training opportunities at Thomas Foods International.

### Key Accountabilities

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All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation, These accountabilities include but are not limited to:

#### **Your Position**

- Coordinate and analyse the collection of general information in line with educational opportunities at Thomas Foods International
- Liaise with key stakeholders involved with servicing Thomas Foods International, including the involved SWTAFE teaching departments, Industry and Community Engagement team, and key contacts at Thomas Foods international.
- Ensure that student and course documentation is distributed and collated to support and co-ordinate activity with the Student Administration team to deliver an effective, efficient and timely enrolment process.
- Provide high level administrative support to the education division for training related to Thomas Foods International through:
  - the preparation and general maintenance of student files and records, for the effective and efficient delivery of government funded and commercial courses.
  - assisting with achieving full compliance with SWTAFE policy, procedures, business rules, funding and Australian Skills Quality Authority (ASQA) guidelines.
  - the organisation of meetings, including development and distribution of agendas and the collation of relevant weekly and monthly reports (SCH, HR, financial and other reports) relevant to the Division's activity. information relating to educational programs at Thomas Food International.
  - the recording and distribution of accurate and detailed minutes of division related team and project meetings, ensuring that action items and communication is appropriately recorded and followed up.
  - monitoring and maintaining correspondence and distributing to division staff as applicable.
  - supporting the set-up and distribution of departmental timetabling documentation and maintaining the department's time edit timetabling system.
  - arranging travel, accommodation, and car hire for staff travelling for work purposes.
  - organising the purchase and maintenance of office equipment and consumables for use
- Support division staff in their day-to-day use of the Student Management Solution (SMS) system including:
  - entering student data on the SMS in accordance with authorised requests
  - liaising with the Student Management System team to ensure optimum use of the system.
- Through liaison with the Education Partners, maintain current knowledge of Victorian Training Guarantee (VTG) program specifications and ASQA standards.

#### **Your Organisation**

- 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
- Commit to access and equity principles in carrying out work functions
- 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 Selection Criteria (Key to Success)**

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

- Demonstrated experience and expertise in providing high levels of customer service with the ability to relate well to people at all levels providing courteous, informative and accurate responses to all enquiries
- Demonstrated excellent organisational and administrative skills, and a flexible and mature approach to work with ability to use initiative, accept responsibility and function effectively with limited supervision
- Proven time management skills, with a demonstrated ability to meet deadlines/guidelines, achieve goals and to work concurrently on, and prioritise, multiple tasks and work schedules. Flexibility with working arrangements is essential
- Demonstrated competence in the use of the Windows operating environment, including a sound operational knowledge of the MS Office products, Internet based applications and database management software. The ability to research the Internet is required
- Proven ability to work effectively and collaboratively as part of a team in the provision of appropriate support
- Proven communication and interpersonal skills including the ability to build effective and professional relationships and interact effectively with a diverse range of people
- Knowledge of the Vocational Education and Training system, in particular traineeships/apprenticeships
- Demonstrated ability to work within organisational policy and procedures

### **Qualifications and Requirements**

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#### *Mandatory requirements*

- Certificate IV in Business (Administration) or equivalent qualification or a willingness to undertake plus relevant business/industry experience
- Variations of the above point may be considered
- Employee Victorian Working with Children and satisfactory Police Check
- A current driver's licence

#### *Highly desirable requirements*

- Experience using Microsoft Office products and relevant industry software and programs
- Experience in the Vocational Education & Training (VET) Industry and/or educational environment
- Certificate IV in Training and Assessment

### **Additional Information**

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- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply

## Position Description

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- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2023
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	<b>Authority level</b>	<b>Name</b>	<b>Date</b>
<b>Prepared by</b>	Recruiting/Hiring Manager		
<b>Approved by</b>	Department Executive Manager		
<b>P&amp;C review</b>	People and Culture		
<b>Agreed by</b>	Employee		