

Position Title	Administration Officer – BDPS
Portfolio	Education
Division	Business, Design and Personal Services
Department/Cost Centre	Business, Design and Personal Services - 01870
Classification	Specialist Staff Level 3
Position Number/s	101787 102447, 102448 102648
Reporting to	Teaching Education Manager – BDPS
Supervises	NIL

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 throughout the southwest Victoria region, including Warrnambool, Hamilton, Portland, Colac and Sherwood Park with a further delivery site at Glenormiston.

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

The Division of Business, Design and Personal Services is responsible for the delivery of Business, Finance, Hair and Beauty, Massage, and Information Technology programs across South West TAFE campuses. The division also manages one of South West TAFE's training business arms, Pure Academy along with Industry Connect and Conferencing and Short Courses

The division has staff based at Warrnambool, Portland, Hamilton and Colac; however, the division regularly conducts programs in other regions and may include international sites.

Position Overview (Your Opportunity)

The Teaching Administration Officer will support the day-to-day operations of Business, Accounting, Information Technology departments. The position undertakes a range of administrative tasks associated with the delivery of funded and commercial teaching programs, providing a high level of administrative support to the, Teaching Education Manager and teaching staff.

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

Key Accountabilities

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

- 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 Institute clients and contacts.
- Using the organisation online system as described through business rules.
- Ensuring 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.
- Providing high level administrative support to Teaching Education Managers and teaching staff within the division.
- 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 and HESG and ASQA guidelines.
- The organisation of meetings, including development and distribution of agendas, including the collation of relevant weekly and monthly reports.
- The recording and distribution of accurate and detailed minutes of division related team and project meetings and ensuring that action items and communication is appropriately recorded and followed up
- Monitoring and maintaining electronic and paper based correspondence and distributing to division staff as applicable
- Supporting the set-up and distribution of departmental timetabling documentation and maintain the department's timetabling system
- Arranging travel, accommodation, and car hire for staff travelling for work purposes
- Organising the maintenance of office equipment and consumables for use by division staff.
- Support the purchase of equipment and services using the Institutes financial guidelines.
- Use SWTAFE calendar to maintain awareness of staff activity to ensure good customer service.
- Support 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
- Following cash handling procedures for Pure salon.
- Packaging, recording, distributing and monitoring of student kits and learning materials
- Maintain and manage stock levels for retail purposes and salon usage
- Archiving of client indemnity forms
- 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.

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance
- Keep up to date with relevant industry information and best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisation's 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)

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

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

Highly desirable requirements

- 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 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
- 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 Victorian TAFE Teaching Staff Agreement 2018
- 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

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Incumbent		

