

Position Title	Manager – Student Administration
Portfolio	Student Experience
Division	Student Administration
Department/Cost Centre	Student Administration - 05100
Classification	Common Law
Position Number/s	102803
Reporting to	Executive Manager – Student Experience
Supervises	Student Administration Team

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.

SWTAFE campuses are situated on the lands of the Gunditjmarra, Kirrae Whurrong, Gulidjan peoples of the Eastern Marr Nation, and the Tjap Wurrong and Bunganditj Peoples. They are located throughout southwest Victoria in Warrnambool, Hamilton, Portland, Colac, Sherwood Park and further delivery site at Glenormiston.

Our **Vision** – A lifetime of opportunity for all

Our **Role** – To provide education and training that enables students and our region to thrive.

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 Student Administration team provides exceptional customer service to our clients, and is the first point of contact for information, advice and assistance on a range of SWTAFE and student administration processes. Information and advice are provided to prospective, present and past students on a broad range of matters from initial enquiry, applications, course admission and enrolment, fees and student finances, through to careers advice and graduation. The Student Administration team provides a friendly and welcoming environment to students, prospective students, the broader community, SWTAFE staff, and ensures services are delivered efficiently, accurately and in a timely manner.

Position Overview (Your Opportunity)

The Manager communicates with staff at all levels of the organisation and, in particular, with the Education Managers, Academic Governance, Financial Services and ICT and Innovation to ensure a coordinated, effective and efficient approach to the management of student enrolment, customer service and student engagement services.

The position provides strategic and high-level professional advice, as well as ongoing support to managers and staff on matters relating to the management of student enrolments and student engagement services across SWTAFE and ensures new strategies, policies and processes are successfully implemented. The position involves conducting relevant presentations to both internal and external clients and forums as well as supporting appropriate training in matters relevant to the provision of enrolment processes and customer service. Accordingly, and through reporting positions, the Manager is accessible to all staff regarding student enrolment and customer service and administration issues.

A strong commitment to meeting the training and educational needs of a diverse range of clients is required and the ability to negotiate, consult and liaise with relevant industry and business professionals is considered vital 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

- Develop, implement and manage strategic and operational objectives and provide leadership and managerial accountability to achieve significant synergies in the provision of high quality, efficient and effective customer services.
- Effectively manage resource allocation and achievement of service standards within budget and provide on-going guidance for effective performance management and professional development of staff.
- Develop and maintain an overall business plan for the centre and work collaboratively with the SWTAFE Executive team to set and achieve Key Performance Indicators (KPI's) for each of the functional teams.
- Manage the integrity and security of the SWTAFE student enrolment system to ensure that compliance and reporting obligations are met.
- Manage the student enrolment process including course fee information, fee payment options, fee concessions/fee waivers/fee exemptions, VET Student Loans reports and acquittals
- Effectively manage the human resource management and supervision of staff to lead, motivate and empower staff in the Reception, Enrolment, and Student Administration & Accounts Teams, including the conduct of performance management reviews, and professional development, to ensure optimum performance within a team environment
- Manage the centralised evaluation process within the applications team's framework and across the teaching departments
- Manage the student engagement and acquisition process to support students through their applications
- Manage the software and systems affiliated to the student admin teams for both maintenance and future improvements
- Manage the short course process of enrolling and non-accredited student allocation.
- Liaise extensively with SWTAFE Management team to ensure the department is providing appropriate, effective and timely services and strategies in line with relevant policies and guidelines. Ensure these are understood, implemented and maintained across the Student Administration team.
- Proactively lead and implement OH&S policy, procedures and processes throughout SWTAFE and team ensuring accountability, performance, knowledge and responsibilities are upheld

Research, develop and maintain quality assurance processes to ensure compliance with relevant legislation.

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
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment
- Actively participate in the organisation's Achievement & Development Program (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;

- A demonstrated ability to empower a Customer Centred team, that focusses on delivering exceptional experiences throughout all moments of the student journey
- A vision for the ongoing development of the Student Administration division including a thorough understanding of the principles associated with effective student enrolment, attraction and engagement as well as excellent customer service.
- A proactive approach, and proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and to work concurrently on, and prioritise, multiple tasks and work schedules. Flexibility with working arrangements is essential.
- Financial and physical resource management and budgeting skills and demonstrated ability to develop and implement relevant operational, strategic and customer/client relationship plans.
- The ability to deliver results under tight timelines whilst continuing to exercise high level judgement and sound business, educational and operational decisions.
- Contribute to organisation-wide planning and policy development, and prepare reports, statistics and other relevant information
- Understanding of the concept of "team" with strong leadership, team building and staff management skills including coaching, mentoring and performance improvement and the ability to negotiate operational issues with staff

Qualifications and Requirements

Mandatory requirements

- Relevant Degree and post graduate qualification and experience, or extensive management and leadership experience
- Management and leadership experience in a customer service/client relationship environment, preferably with a project management focus.
- Victorian Drivers Licence
- Employee Victorian Working with Children and satisfactory Police Check

Highly desirable requirements

- Substantial experience using Microsoft Office products and relevant industry software and programs
- Membership of relevant professional associations and integration with industry networks and communities of practice
- Knowledge of, and experience in, an educational environment including knowledge of the Victorian TAFE system and the national Vocational Education and Training sector.

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 South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2021
- 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	Executive Manager	Susan Pettigrew	14/02/2025
P&C review	People and Culture		
Agreed by	Employee		