

Position Title	Teaching Administration Officer – Health and Community Services
Portfolio	Education
Division	Health and Community Services
Department/Cost Centre	Health and Community Services – 01840
Classification	Specialist Staff 3
Position Number/s	102277
Reporting to	Teaching Manager – Health and Community Services
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 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

The Division of Health and Community Services is responsible for the delivery of Health, including Diploma of Nursing, Community Services courses including; Community Services, Individual Support and Disability programs, and Early Childhood Education and Care courses including the Certificate III and Diploma in Early Childhood Education and Care across all the SWTAFE campuses. It also offers a range of short courses to the community.

The Division has staff based at Warrnambool, Portland, Hamilton and Colac but may conduct programs in other regions of Victoria, including Stawell. The Division utilises a variety of delivery modes that provide for effective and sustainable programs that includes: on-campus, Smart Classroom (video conferencing), on-line learning, flexible delivery, workplace based delivery, recognition of prior learning (RPL), commercial and other fee for service work.

Position Overview (Your Opportunity)

The Teaching Administration Officer supports the day-to-day operations of the respective operational centres of Health and Community Services. 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 division.

To be effective, the Teaching Administration Officer must develop a sound understanding of operations of the relevant centres specifically and the division generally, and must establish a good rapport with all members of the division. A client and customer service focus is pivotal to the role.

The Teaching Administration Officer works closely with the Executive Manager and relevant Senior Educators and interacts on a daily basis with the teaching staff and students of the division. The position liaises with teaching and non-teaching staff from other divisions, centres and departments to fulfil the requirements of the position.

The Teaching Administration Officer liaises and builds positive relationships with division/centre staff at all levels of the organisation as well as with external clients.

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

- Provide 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.
- Use SWTAFE CRM system as described through SWTAFE business rules.
- 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.
- Provide high level administrative support to Executive Manager, Senior Educators and teaching and non-teaching staff within the division
- Preparation, and general maintenance, of 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.
- 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
- 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 CELCAT 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 SWTAFE financial guidelines and systems.
- 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
- Efficiently and acutely 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.

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
- 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.
- 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
- A current Drivers Licence.
- Employee Victorian Working with Children and satisfactory Police Check

Highly desirable requirements

- Extensive experience in dealing with clients with career needs (preferably in an educational setting).
- Experience in Vocational Education & Training (VET) Industry

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	Department Executive Manager		
P&C review	People and Culture		
Agreed by	Incumbent		