

Position Title	Data Reporting and SMS Officer
Portfolio	Corporate Services
Division	ICT & Innovation
Department/Cost Centre	05500
Classification	Specialist Staff 5
Position Number/s	102440
Reporting to	Team Leader - Student Management System
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 ICT and Innovation Department leads the information and communications technology (ICT) functions at South West TAFE.

The Department is comprised of the ICT Operations team, the Digital Transformation team and the Student Management System (SMS) team, within the Corporate Services portfolio.

The ICT Operations team maintains and supports the core network infrastructure, cyber security, end user devices, cloud and on-premise software and platforms, audio visual and communications (portable devices, telephones, etc.) that underpin the delivery of training to students; and supports the business objectives of the Institute.

The Digital Transformation team aims to ensure the efficient, effective and economical use of ICT systems and underpinning process across the organisation. Working with stakeholders to understand requirements and process to then leverage the Institutes investment in technology to the fullest. This will be a mixture of enhancing systems already in place and the implementation of new systems into the environment.

The SMS team is responsible for the adoption, development and maintenance of South West TAFE's Student Management System. This includes the development and implementation of new functionality and interfaces that assist with the efficiency of South West TAFE operations, ensuring student data reporting requirements to funding bodies and other various government departments are met.

The role of each team is to work with key internal and external stakeholders to strategically specify, maintain and deliver technologies and services used in the execution of the business objectives and strategic direction of South West TAFE, and to ensure that avenues for support, fault escalation and fault resolution are provided.

Position Overview (Your Opportunity)

Reporting to the Team Leader - Student Management System, the Data Reporting and SMS Officer undertakes tasks relating to data collection, data structure and data integrity, and provides support to South West TAFE staff to correct data errors to ensure that submissions and payments are processed with minimal errors.

This role provides advice in the development and implementation of business processes related to capturing student data and may be required to provide training and support to other staff members.

This role will undertake key tasks in the absence of the Team Leader - Student Management System and other members of the SMS team; this will include preparation of reports to departments and the data collation, lodgement, error correction, resubmission and data correction for the Skills Victoria Training System (SVTS).

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

- Identify and solve complex errors, inconsistencies, discrepancies, and system problems that affect the SMS and our funding payments. Work as part of a team to rectify these errors and correct processes.
- Ensure data integrity and accuracy by monitoring SMS Data on a daily basis
- Provide instruction and guidance to staff across the organisation to correct existing and potential data issues
- Responsibility for the analysis of SVTS data and determining resolutions to rectify errors before resubmission while retaining (Australian Vocational Education and Training Management Information Statistical Standard) AVETMISS compliance.
- Working closely with the Team Leader - Student Management System to have a thorough understanding of required processes to undertake data reporting obligations including SVTS and other regulatory authorities.
- In the absence of the Team Leader - Student Management System be responsible for ensuring the Institute's cash flow is maintained through successful data loads.
- Working with the SMS Administrator, SMS Training Officer to support the configuration, maintenance, currency and testing of the SMS.
- Create configure and maintain tuition and consumable fees in SMS
- Supporting South West TAFE staff and providing expert advice and assistance directly to SMS users, or via Teaching Education Managers to ensure correct processes and to increase understanding of their data reporting requirements and processes
- Making recommendations to SMS team members to maintain the usability, currency and future of the SMS based on testing, feedback and experience from key administrators to users.
- Operating within specific guidelines but with scope to exercise discretion and innovation in the application of established procedures.
- Manage the currency of the SMS Data Reporting Manual
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

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 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;

- Possess a demonstrated depth of knowledge of a Student Management System with proven ability to solve technical problems with data and form a solution, or to present alternative workflows to ensure data integrity and reliability with minimal errors and rejects.
- Demonstrate the ability to correct Reject data and provide advice to ensure that Reject data is managed to minimise impact.
- Ability to supervise, guide and train staff at all levels to ensure the integrity and accuracy of data.
- Interpret regulatory policy and guidelines which contributes to the development of policy, systems, workflows and staff development.
- Have experience working collaboratively in an SMS team that meets reporting obligations, informs process, contributes to the development and integration of systems.
- Providing advice on testing process, and making recommendations to improve and maintain the system.
- Highly developed interpersonal, written and verbal communication skills, and a demonstrated capacity to develop and maintain effective workplace relationships.

Qualifications and Requirements

Mandatory requirements

- Degree in Business Information Systems and/or Data Management with relevant work experience or a suitable combination of lesser qualifications and significant relevant experience
- A minimum of 2 years' experience with a Student Management System (SMS)
- Employee Victorian Working with Children and satisfactory Police Check

Highly desirable requirements

- Experience using Microsoft Office products and relevant industry software and programs

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 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

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