

Position Title	Administration Officer – Short Courses
Portfolio	Student Experience
Division	Student Administration
Department/Cost Centre	Student Administration - 05100
Classification	Specialist Staff 3
Position Number/s	102809
Reporting to	Team Leader - Reception
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** is to provide future focused education that creates a lifetime of opportunity and employability. Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

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 is 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 Administration Officer - Short Courses (AO) supports the day-to-day operations of the short courses across all teaching divisions. 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 Head of Divisions, Teaching Education Managers, and teaching staff to ensure the timely and efficient delivery of short course programs.

To be effective, it is essential that the AO has a customer first focus, develops a sound understanding of courses and skill sets; and is committed to establishing positive relationships with other staff and our clients, internal and external.

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 short courses for both internal and external enquiries including new and prospective students, employers and other SWTAFE clients and contacts.
- Use the SWTAFE Customer Relationship Management System and Student Management System as described through organisational business rules.
- Ensure that student and course documentation is distributed and collated to deliver an effective, efficient and timely enrolment process.
- Provide high level administrative support to Executive Managers, Heads of Divisions, Teaching Education Managers and teaching staff including:
 - The 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 Department Jobs, Skills, Industry and Regions (DJSIR) and Australian Skills Quality Authority (ASQA) guidelines.
 - Monitoring and maintaining electronic and paper-based correspondence and distributing to division staff as applicable.
 - Updating and maintaining AQMIN including:
 - Entry of course dates
 - Course creation
 - Monitoring of bookings
 - Processing of Authority to Invoice (ATI) forms for industry sponsored applicants and maintaining ATI register.
 - Maintain the short course registration register.

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seek 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 daily 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 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;

- 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 the 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 SMS, MS Office products, Internet based applications and database management software.
- 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 accredited and non-accredited training.
- 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 qualification 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 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	Andrew McBride	
Approved by	Department Executive Manager	Susan Pettigrew	
P&C review	People & Culture	General Review	
Agreed by	Staff Member		