

<b>Position Title</b>	Operations Administrator
<b>Portfolio</b>	Education
<b>Division</b>	Education
<b>Department/Cost Centre</b>	Click here to enter text.
<b>Classification</b>	Specialist Staff Level 6
<b>Position Number/s</b>	Click here to enter text.
<b>Reporting to</b>	Head of Division
<b>Supervises</b>	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** 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 Education portfolio is responsible for delivering education programs across the south west region. The portfolio works in collaboration with internal, industry and community stakeholders and partners, to establish exciting innovative and collaborative educational programs that aim to meet the current and emerging employment needs of the region.

The Education portfolio liaises closely with industry, employers and our community; and works closely with the Institute's education departments to match the employment needs of the region with education and training solutions. The portfolio uses research from local, national and international reports to understand current and emerging employment and educational trends and use relevant data to support business case applications. The outcomes of this engagement and research are to be reported to the executive management team, the Institute Board and its relevant sub-committees, and relevant stakeholders across the organisation.

The Education portfolio explores new ideas and solutions to enhance current and emerging workplace productivity; and on behalf of the Institute and our partners seek financial support from local, state and federally funded schemes through the submission of business case applications. It is the responsibility of the education division to successfully manage approved projects and to support and guide teaching departments with appropriate project management, to ensure all projects are delivered on time, within budget and achieve the project objectives. At all times, the portfolio aims to achieve best practice outcomes that can be shared across other industries and the TAFE network.

## Position Overview (Your Opportunity)

The role of Operations Administrator will support the Teaching Education Managers (TEMs) and the Division with a high level of operational administration to support the operational centres of the Division. The position includes coordinating the workflow from student enrolments to outcome of training. Coordinating and monitoring a range of high-level administrative tasks associated with the compliance and delivery of funded and commercial teaching programs and teaching resources required for delivery, and support the induction of new teachers and new administrators.

To be effective, the Operations Administrator must have a sound understanding of operations of the relevant teaching departments 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 position liaises with teaching and non-teaching staff from other divisions, teaching centres and departments to fulfil the requirements of the position.

## **Key Accountabilities**

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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**

Education Manager Support:

- Support TEMs and Head of Division with monitoring and follow up of documentation required for new teaching staff.
- Conduct formal inductions to the division/department for new teachers and administrators as required.
- Support new Teachers and new administration staff in their transition to the division/department.
- Monitor and assist with the updates of the website content for all courses within the division/department.
- Support and maintain the compliance requirements of the Training and Assessment Strategies (TAS) including staffing information, training package information and course checking for accuracy.
- Support ongoing qualification reviews of learning and teacher resources in line with Quality Assurance processes.
- Monitor and track the validation schedule for each department.
- Schedule and support internal audit preparation and assist with external audits including quality assurance reviews on all qualifications within the division/department.
- Undertake regular spot audits on files and report findings to the TEMs.
- Support the Head of the Division/Department and TEM with monitoring and reporting requirements of educational project and training initiatives.
- High level assistance with the Assessment project including pre-populating data and making relevant contextualised adjustments where necessary. Review content of all assessment documentation and rectified errors and omissions to ensure full compliance.
- Support of the workflow for the Assessment project including allocating tasks appropriately to ensure team capability and capacity and ensuring prompt and efficient delivery of documentation to the Assessment panel.
- Support compliance for the Assessment Project including records maintenance, document control, preparing reports, and other relevant information as required.

Student administration:

- Coordinate and monitor student enquiries through the Pre-Training Review (PTR), Language, Literacy and Numeracy (LLN) and ensure enrolment process is actively followed up.
- Process Result amendments, Enrolment amendments, Withdraw and Date extensions as required.
- Monitor and follow up the evidence of student monthly participation on the Student Management System (SMS).
- Generate reports from the SMS, Salesforce CRM and Tableau on student and staff data showing evidence of participation for managers as requested.
- 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.
- Provide high level administrative support to the Executive Manager, Head of the Division/Department, Teaching Education Managers and teaching staff within the division through:
  - Monitoring the general maintenance of student files and records for the effective and efficient delivery of government funded and commercial courses with a focus on participation, resulting and withdrawals.
  - Coordinating activities with the Teaching Education Manager to ensure full compliance with SWTAFE policy, procedures, business rules and Higher Education and Skills Group (HESG) and Australian Skills Quality Authority (ASQA) guidelines.

- Coordinating meetings, including the development and distribution of agendas and papers, the collation of relevant weekly and monthly reports and other reports relevant to the division's activity.
- Coordinating the recording and distribution of accurate and detailed notes of division related team and project meetings, ensuring that action items and communication is appropriately recorded and followed up.
- Monitoring and maintaining electronic and paper-based correspondence, distributing to division staff as applicable.
- Assist in preparing budgets for the department with the Teaching Education Manager when required.
- 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 SMS including:
  - Entering student data in accordance with authorised requests
  - Liaising with the Student Data Management team to ensure optimum use of the system.
  - Liaison with Education Partners to maintain current knowledge of Victorian Skills First specifications and 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 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)**

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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 including the ability to edit and format documents, Internet based applications and database management software.
- The ability to collate information and prepare written reports for stakeholders.
- Proven ability to work effectively and collaboratively as part of a team in the provision of appropriate support.
- Knowledge of the Vocational Education and Training system, including traineeships/apprenticeships.
- Demonstrated ability to work within organisational policy and procedures.

## **Qualifications and Requirements**

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### *Mandatory requirements*

- Relevant degree or relevant post graduate qualification (in Business, Compliance or Vocational Education etc.) or like and experience; or lesser formal qualifications with substantial experience and management expertise in technical or Administrative fields; or an equivalent combination of relevant experience and/or education/training.
- Certificate IV in Training and Assessment (TAE40116 or TAE40122) 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.
- Experience in the provision of high-quality Assessment Project support.

**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
<b>Prepared by</b>	Recruiting/Hiring Manager		
<b>Approved by</b>	Department Executive Manager		
<b>P&amp;C review</b>	People & Culture		
<b>Agreed by</b>	Employee		