



POSITION DESCRIPTION

Job Ready Administration Officer

Reports to: Job Ready Coordinator
Classification: PACCT 3

Department: Community & Industry Engagement
Location: Mildura

About SuniTAFE

SuniTAFE is an award winning large provider of vocational education and training in north-west Victoria.

We are well positioned, with our campuses located in Mildura and Swan Hill, to orchestrate the continued delivery of excellent education and training in this region. We have experienced trainers, teachers and community providers offering qualification across a range of courses and customised skill set training covering multiple sectors relevant to the community and stakeholders.

Our Values

SuniTAFE's values and behaviours ensure quality education outcomes by setting out the kind of organisation we are, what is important to us collectively, and how we work to achieve success.



Primary objectives

- Provide grammatical and typographic direction and support in relation to all Job Ready assessments.

- Utilising a high-level understanding of the JRP process work closely with Institute assessors, staff, program participants and DESE staff to maintain accurate and up-to-date information for the Job Ready contract.
- Provide high level administrative support.
- As directed by the Job Ready Coordinator provide information and excellent customer service to internal and external clients regarding the services available.

Position summary

Under the general direction of the Job Ready Coordinator the Job Ready Administration Officer is responsible for utilising high level administrative skills to undertake support and proof-reading tasks for the JRP Programme.

This position is required to manage multiple tasks and responsibilities simultaneously to ensure their work is timely and accurate. The incumbent will display high levels of integrity and the ability to build trust. They will also understand and demonstrate the ability to comply with confidentiality and privacy standards.

The Job Ready Administration Officer must have a full understanding of the requirements of the Job Ready Programme. They will utilise this knowledge to provide assistance to the Job Ready Coordinator with the day-to-day operation of the program. This position also provides high level administrative support in relation to Trades Recognition Australia (TRA) correspondence for SuniTAFE's Skills & Jobs Centre.

Key responsibilities

- Proof read Job Ready Assessor reports identifying and correcting grammatical and typographical errors ensuring a professional standard of document.
- Support the provision of high-level documentation in line with the legal and migration requirements of Trades Recognition Australia for the Job Ready Program.
- Develop and maintain a high-level understanding of the JRP process to ensure work is carried out is compliant with requirements.
- Utilising a high-level understanding of the JRP process anticipate, identify and mitigate issues prior to escalation.
- Effectively negotiate solutions to issues as they arise.
- Undertake reporting evaluation, identify improvement opportunities and escalate as appropriate.
- Utilise the relevant data management systems to facilitate the accurate recording, monitoring and retrieval of client information as required.

- Accurately record data and generate reports related to the Job Ready program in accordance with contractual obligations.
- Provide a high-level administrative support to the Job Ready Coordinator
- Working as part of a team contribute to the seamless provision of a first-class customer experience.
- Under the direction of the Job Ready Coordinator support the obligations and timelines set out in the Job Ready Australia's Service Deed contract.
- Identify instances when an informal assessment of client needs is required and refer to Job Ready Coordinator.
- Liaise with TRA clients regarding suitable arrangements in line with contractual obligations.
- Monitor and schedule appointments for clients with key stakeholders including scheduling assessment referrals for both JRP participants, their employers and SuniTAFE JRP assessors.

Act in accordance with SuniTAFE values – Relationships, Integrity, Accountable and Improvement including:

- Provides exceptional customer service to all internal and external stakeholders of the Institute and ensures a positive first impression for Institute visitors at all times.
- Actively participates in all relevant training provided to assist in the implementation of new systems or processes across the Institute.
- Actively participate in the Institute's annual Workplan and Performance Review process.
- Participate in all team based activities and meetings within the Business Unit, and attend divisional and other meetings as required.
- Complies with OH&S and EEO legislation;
- Ensure compliance with SuniTAFE's Staff Code of Conduct, Child Safety Policy and Child Safety Procedures at all times.
- Prepared to undertake further courses of study, annual OH&S, EEO, Cultural Diversity and/or identified mandatory professional development programs or training relevant to the position as necessary.
- Reports to work as scheduled with a willingness to work flexible hours according to business needs.
- Demonstrates a willingness to adopt change and new initiatives.
- Represents the Institute professionally at all times.
- Actively promotes and encourages a service culture within the team.
- Communicates any opportunities to improve service delivery and make recommendations on steps to make agreed improvements.
- Actively encourages and promotes effective communication and strong working relationships within the team / Institute.

- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Actively prevent fraud and corruption.

Knowledge, skills and abilities

QUALIFICATIONS & EXPERIENCE:

- Cert IV Business or similar or a suitable combination of a lesser qualification and relevant experience.

SKILLS & ABILITIES:

- Demonstrated ability to effectively proof-read documents to a professional standard.
- Comprehensive understanding of the Job Ready Program, or the ability to quickly acquire this knowledge.
- Skills in communicating and liaising at all levels of the organisation.
- Knowledge of the VET sector and SuniTAFE policies and procedures.
- Excellent written and verbal communication skills.
- Ability to prepare written reports.
- Ability to work with minimal supervision and exercise good judgement.
- Strong organisational skills to managed time efficiently and work load.
- Intermediate computer skills and knowledge including Microsoft Office Adobe and word.
- Customer Service focused with ability to take initiative to resolve problems and issues within bounds of delegated authority.
- Ability to maintain confidentiality.

Organisational relationships

Subordinates	Key Relationships	
Nil	Internal	External
	<ul style="list-style-type: none"> • Senior Manager Community Industry engagement • Manager Skills and Jobs Centre • Job Ready Coordinator 	<ul style="list-style-type: none"> • Industry/Business • Referral Partners • Government bodies • Trades Recognition Australia • Senior Manager programme's officer TRA

Key selection criteria

- Cert IV Business or similar or a suitable combination of a lesser qualification and relevant experience.
- Demonstrated ability to effectively proof-read and prepare written documents to a professional standard.
- Demonstrated ability to communicate and liaise with a diverse cohort of stakeholders.
- Knowledge of the VET sector and SuniTAFE policies and procedures or the ability to quickly acquire.
- Demonstrated problem solving skills
- Demonstrated customer service focus with the ability to take initiative to resolve problems and issues within bounds of delegated authority.

The successful candidate will be required to provide:

- *A successful criminal record check which is less than 6 months old; and*
- *A working with children check.*

Additional Information

- SuniTAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply.
- SuniTAFE promotes the safety, wellbeing and inclusion of all children including those with a disability.
- Position, requirements, classification skill level required and conditions in accordance with Sunraysia Institute of TAFE (PACCT) Enterprise Agreement 2021.

Financial Delegation	None	Systems Access Level:	HR_Employee
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