



POSITION DESCRIPTION

Administration Officer – Various roles

Reports to:		Department:	Various
Classification:	PACCT 3 or PACCT 4	Location:	Mildura Campus

About SuniTAFE

SunTAFE is an award-winning provider of vocational education and training in North-West Victoria.

With campuses located in Mildura and Swan Hill , we are well positioned , to support our region and industry through high quality education and training, as we put the student at the heart of all that we do.

Employing over 340 people in Teaching and Non-Teaching roles, our employment pathways include Teaching and Non-Teaching professions. Our non-teaching roles provide career paths in Administration, Human Resources, Finance, and other critical support functions.

Our Values

SunTAFE'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

- Coordinate and provide operational administrative support to the department including responsibilities for end-to-end business processes.
- Support a range of business processes by accurately entering and updating data systems and records.

- Contribute to continuous improvement and review of existing processes to achieve improved efficiencies.
- Provide accurate and timely reporting as required within the operational area.
- Maintain positive and effective relationships with stakeholders including internal and external customers, students, and other departments.

Position summary

Under the general supervision of the Supervisor/Team Leader, a PACCT 3/4 Administration Officer provides administrative support for end-to-end process delivery, and a high level of service to internal and external customers.

The role also prepares data in Tech One and across other IT systems to deliver the required process outcomes.

As part of the SuniTAFE team the incumbent is required to maintain a sound understanding of operational processes including relevant policies, procedures and regulations.

Key responsibilities

1. Provide Administration Support within the relevant Department.

- Deliver end to end process support, ensuring accuracy and timely completion of operational administration.
- Maintaining files and records to ensure all documentation is recorded in accordance with SuniTAFE policy and legislated requirements.
- Support the onboarding of new staff at the same level (buddying) where required to support new team members.
- Providing procurement within the department, including raising requisitions and purchase orders.
- Support internal and external customers as required by providing advice and reporting. In areas such as Student Administration this will require positive and effective interactions with students, whilst departments such as Procurement and Finance will require providing support and information to internal customers from other departments.
- Contribute to the development and implementation of Standard Operating Procedures relevant to the department.

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

- Ensure compliance with OH&S and the staff code of conduct.
- Actively prevent fraud and corruption and uphold a professional representation of the Institute at all times
- Demonstrates a willingness to adopt change and new initiatives and any opportunity to improve service delivery.

- Demonstrates commitment to building and maintaining effective workplace relationships.
- Actively participates in required training and be willing to take on additional professional development programs
- 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.

Knowledge, skills and abilities

QUALIFICATIONS & EXPERIENCE:

- Minimum Certificate III qualification in Business Administration PLUS over 12 months experience in an administrative role, or
- 2-3 years experience in an Administration role.

SKILLS & ABILITIES:

- Excellent organisation skills including the ability to prioritise tasks establish and monitor schedules and meet deadlines.
- Ability to work in a fast-paced environment that requires a high level of accuracy, and the ability to adapt to changing priorities.
- An ability to learn new systems and processes, using initiative to learn and identify potential improvements in processes including the ability to document processes.
- Ability to work across multiple platforms and programs.
- Experience working with confidential and sensitive information.
- Excellent verbal, interpersonal, written and presentation skills.
- An understanding of relevant legislation and the application of policies and procedures to ensure organisational compliance.

Organisational relationships

Subordinates	Key Relationships	
	Internal	External
	<ul style="list-style-type: none"> • Managers • Staff 	Students Suppliers Industry bodies

Key selection criteria

- Certificate III qualification in Business Administration, and experience in an administrative role ideally in a service function, or equivalent experience in a fast-paced administrative role.
- Excellent verbal, interpersonal, written and presentation skills, and emotional intelligence.

- Available to work full time hours in a forward-facing role, based on site at the Mildura campus.
- A commitment and ability to provide a high standard of administrative support, including accuracy and an eye for detail.
- Awareness of the requirement to maintain confidentiality and the ability to deal appropriately with sensitive matters.
- An ability to learn on the job, to develop and document procedures, and to strive for continuous improvement.

The successful candidate will be required to provide:

- *A successful criminal record check which is less than 6 months old*
- *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.