



POSITION DESCRIPTION

Administration Officer

Reports to: Team Leader – Education Support

Department: Education Support

Classification: PACCT Level 2

Location: Mildura campus

Primary objectives

This role is responsible for providing a broad range of organisational and administrative support to the Mildura Campus, Education Division Business Units to support the processes and outcomes required to ensure delivery of high quality Nationally Recognised Training programs.

Position summary

Under the supervision of the Team Leader, Education Administration this role is to provide quality and timely administrative support to the Mildura Campus, Education Division Business Units in processes that relate to the Student Lifecycle and the delivery of training services. The incumbent will perform a range of administrative tasks and functions in an effective and efficient manner to ensure that high quality services are provided to clients at all times.

The incumbent will be required to organise their workload by prioritising, multitasking and changing direction to accommodate shifting requirements and unexpected situations.

The incumbent is required to develop and maintain effective working relationships with teaching staff, administration staff and stakeholders of the Institute. The role is also required in a support capacity as the need arises to backfill staff from the Customer Service Centre.

Key responsibilities

Provide assistance in general administrative tasks in accordance with agreed priorities to support the outcomes and processes of the Mildura Campus Business Units, including:

- Provide administrative support in the creation and maintenance of general documents and specific student documents to support the delivery of training services as part of the Student Lifecycle ensuring at all times their accuracy and obligation against policies, procedures and regulations.
- Provide support in administrative tasks and related duties associated with Business Unit meetings, events, student excursions and practical or work placements.

- Provide assistance in processing and distribution of internal/incoming/outgoing mail.
- Adherence to Institute policies and procedures to ensure administrative tasks and obligations are delivered in efficiently in a timely manner.

Provide assistance in the preparation, maintenance and storage of documents related to the delivery of training services and other related documents, including:

- Provide administrative support in the production of teaching resources related to delivery of training ensuring to comply with policies, procedures and regulatory standards.
- Provide administrative support in the preparation, maintenance, processing and storage of student records related to delivery of training ensuring to comply with policies, procedures and regulatory standards.
- Maintaining knowledge of regulatory guidelines affecting the Vocational Education and Training sector to ensure tasks are carried out efficiently and effectively.

Assist in other processes across the Institute where the need arises, including:

- When necessary undertake roles associated within the Customer Service Centre in a backfill or support capacity.
- Provide administrative support in the maintenance of industry and Institute specific data systems where required.
- Provide support at Institute events and activities providing general assistance where required.

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

The incumbent must have completed Year 12 and demonstrated relevant experience or, equivalent relevant experience. Employees with lesser formal qualifications and relevant knowledge of the job or experience may be appointed at this level.

Organisational relationships

Subordinates	Key Relationships	
	Internal	External
Nil	<ul style="list-style-type: none"> • Customer Service Team • Education Business Units 	<ul style="list-style-type: none"> • Students

Organisational environment

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.

Key selection criteria

- Minimum Certificate IV in Business Administration and relevant demonstrated experience in a customer service/business environment.
- Demonstrated administrative/clerical, analytical, data entry skills and the ability to use information systems.
- Displays a commitment to quality customer service, values the supplying of accurate and timely information and relates to people from diverse backgrounds.
- Proficient in the use of Microsoft Office Suite, including Word, Excel, Outlook and Access.
- Effective self-management skills, including the ability to arrange workload priorities and work with a minimum of supervision.
- Excellent written, verbal and interpersonal communication skills.

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; and*
- *A COVID-19 digital vaccination certificate indicating at least two vaccinations.*

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.

Recommended	Approved	Acknowledged
Shauna Picken Manager, HR Services	David Harris GM, Operations	[name] Incumbent
Date:		