

<b>Position Title</b>	Administration Officer – Disability Support
<b>Portfolio</b>	Student Experience
<b>Division</b>	Disability Support
<b>Department/Cost Centre</b>	Disability Support - 05130
<b>Classification</b>	Specialist Staff Level 3
<b>Position Number/s</b>	102495 102496
<b>Reporting to</b>	Manager – Disability Services
<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** – Education that Creates a lifetime of opportunity for all.

Our **Purpose** – We provide accessible and equitable training and education opportunities that enable our students, industry partners and communities to flourish.

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 Division of Disability Support encompasses South West Disability Services (SWDS) as a subsidiary of South West TAFE across all South West TAFE Campuses.

The Division supports students whom identify as having a disability, mental health and/or medical condition. Holistically working to promote equity and inclusion during a student's educational journey with South West TAFE.

South West Disability Services is registered to deliver services through the National Disability Insurance Scheme. SWDS has a strong team that supports members of the South West community through a person-centred approach to empower and provide supports that meet their individual aspirations.

## Position Overview (Your Opportunity)

As the first point of contact for the organisations registered Disability Service and student support, the Administration Officer fulfils an important public relations and customer service role. The Administration Officer assists with the coordination of daily operations and continuous improvements, in particular development and modification of relevant systems.

The position provides high level administrative duties, including daily interface with National and State Government Systems, internal and external stakeholders and community members.

The Administration Officer demonstrates a sound understanding of operations of the relevant service provision of South West Disability Services and South West TAFE's Disability Support, while establishing a good rapport with all members of the divisions inclusive of external and internal stakeholders. The role must maintain a participant and customer service focus.

## 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**

- Provide support to enable a high level of customer service (internal and external), implement and help achieve the strategic and operational objectives across all aspects of South West Disability Services (SWDS) and South West TAFE's Disability Support and assist the division to provision of high quality, efficient and effective services
- Able to proficiently navigate and utilise SWTAFE internal (SMS) Student Management System, Customer Relationship Management (CRM) system and use a wide range of software application features for word processing, spreadsheets, and reports
- Provide high level administrative support to the department through:
  - Maintenance of accurate and detailed files and generation of reports across the division
  - Assist with achieving full compliance with South West TAFE and SWDS policy, procedures, business rules and legislative guidelines.
  - The organisation of meetings, including development and distribution of agendas
  - The recording and distribution of accurate and detailed minutes of department related team and project meetings and ensuring that action items and communication is appropriately recorded and followed up
  - Monitoring and maintaining electronic and paper-based correspondence and distributing to Divisional staff as applicable
  - Supporting the set-up and distribution of divisional timetabling documentation and maintaining the staff Professional development files
  - Arranging travel, accommodation, and car hire for staff travelling for work purposes
  - Coordination and management of the logistical and operational aspects of events and meetings to ensure efficiency and effectiveness
  - Organising the maintenance of office equipment and consumables for use by divisional staff
  - Supporting the purchase of equipment and services using South West TAFE's financial guidelines and systems
  - Use of South West TAFE's calendar to maintain awareness of staff activity to ensure good customer service.
  - Support the Timesheet process for Casual Employees
  - Supporting departmental staff in their day to day use of the Customer Relations system by:
    - Entering/ modifying activities
    - Generating invoice batches for NDIS, TAC and DAAWS.
    - Scanning and archiving agreements
    - Monitoring of relevant key documents
- Provide general information and advice on administrative or operational matters pertaining to the division/department

### **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)

Successful candidate will demonstrate the best combination of the following characteristics;

- Demonstrated excellence in customer service including the ability to relate well to people at all levels, providing courteous, informative, accurate and timely responses.
- Demonstrated experience in a busy and often unpredictable environment.
- Demonstrated initiative, problem solving skills and attention to detail necessary to identify appropriate solutions in support of customer service expectations.
- Proficiency in duties specific to the role as stated above
- Manage time, set priorities, planning and organising workloads to ensure the divisions roles are met
- Proven strong verbal and written communication skills, well developed interpersonal skills including the ability to interact effectively with a diverse range of people

## Qualifications and Requirements

### *Mandatory requirements*

- Completion Relevant Degree or Diploma with little or no relevant work experience or a suitable combination of lesser qualifications and relevant experience
- Variations of the above point will 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
- Experience with, or an understanding of CRM, web and social media communications strategies

## Additional Information

- South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
- South West TAFE 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 South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2021
- 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>	Incumbent		