

<b>Position Title</b>	Administration Officer – Land, Food and Fibre
<b>Portfolio</b>	Education
<b>Division</b>	Land, Food and Fibre
<b>Department/Cost Centre</b>	Land, Food and Fibre - 01850
<b>Classification</b>	Specialist Staff 3
<b>Position Number/s</b>	102055
<b>Reporting to</b>	Senior Educator – Land, Food and Fibre
<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 in Warrnambool, Portland, Hamilton and Colac, with facilities and services set to expand as the region grows.

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 South West TAFE has four main campuses spread across the southwest Victoria region at Hamilton, Portland, Colac and Warrnambool. The Warrnambool Campus is complemented by a training facilities at Glenormiston and Sherwood Park (adjacent to Deakin University). The Institute offers studies through regional secondary schools and courses through regional adult learning centres. Programs are also offered through off-campus studies with program delivery interstate and internationally.

The Division of Land Food and Fibre is responsible for the delivery of food and fibre programs which incorporates Agriculture, Horticulture, Conservation and Land Management, Food Processing, Meat Processing, Bakery, Hospitality and Commercial Cookery programs across all Institute campuses and training sites including workplaces throughout the state.

The Division has staff based at Warrnambool, Hamilton, Sherwood Park and remote site locations. Programs are also delivered in other regions, including interstate and internationally.

### Position Overview (Your Opportunity)

---

The Administration Officer supports the day-to-day operations of the Land, Food and Fibre department. The position undertakes a range of administrative tasks associated with the delivery of funded and commercial teaching programs. The position provides a high level of administrative support to the Manager, Senior Educators and teaching staff.

To be effective, it is essential that the Administration Officer develops a sound understanding of the operations of a teaching department and is committed to establishing positive relationships with other staff and our clients, internal and external. An excellent customer service focus is pivotal to the role.

### **Key Accountabilities**

---

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 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.
- Use SWTAFE CRM system as described through SWTAFE business rules.
- Ensure that student and course documentation is distributed and collated to support and co-ordinate activity with the Customer Service Team to deliver an effective, efficient and timely enrolment process.
- Provide high level administrative support to Executive Manager, Senior Educators and teaching staff within the division through:
  - the preparation and general maintenance of student files and records, for the effective and efficient delivery of government funded and commercial courses.
  - assisting with achieving full compliance with SWTAFE policy, procedures, business rules and HESG and ASQA guidelines.
  - the organisation of meetings, including development and distribution of agendas, the collation of relevant weekly and monthly reports (SCH, HR, financial and other reports) relevant to the Division's activity.
  - the recording and distribution of accurate and detailed minutes 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 and distributing to division staff as applicable.
  - supporting the set-up and distribution of departmental timetabling documentation and maintaining the department's Celcat timetabling system.
  - arranging travel, accommodation, and car hire for staff travelling for work purposes.
  - organising the maintenance of office equipment and consumables for use by division staff.
- 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 Student Management Solution (SMS) system including:
  - entering student data on the SMS in accordance with authorised requests
  - liaising with the Student Data Management team to ensure optimum use of the system.
- Through liaison with the Teaching Quality Centre (TQC), maintain current knowledge of Victorian Training Guarantee (VTG) program specifications and Australian Skills Quality Authority (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 information and industry 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 organisations Achievement Development Programme (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 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, Internet based applications and database management software. The ability to research the Internet is required
- Proven ability to work effectively and collaboratively as part of a team in the provision of appropriate support
- Proven communication and interpersonal skills including the ability to build effective and professional relationships and interact effectively with a diverse range of people
- Knowledge of the Vocational Education and Training system, in particular traineeships/apprenticeships

### Qualifications and Requirements

---

#### *Mandatory requirements*

- Certificate IV in Business (Administration) or equivalent qualification, or a willingness to undertake this plus relevant business/industry experience
- Variations of the above point may be considered
- Employee Victorian Working with Children and satisfactory Police Check
- A current driver's licence

#### *Highly desirable requirements*

- Experience using Microsoft Office products and relevant industry software and programs
- Experience in Vocational Education & Training (VET) Industry

### 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 2016
- 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	Click here to enter text.	Click here to enter a date.
<b>Approved by</b>	Department Executive Manager	Click here to enter text.	Click here to enter a date.
<b>P&amp;C review</b>	People and Culture		
<b>Agreed by</b>	Incumbent		