

Position Title	Curriculum Administration Officer
Portfolio	Stakeholder Engagement
Division	Client Services
Department/Cost Centre	Client Services - 05100
Classification	Specialist Staff Level 4
Position Number/s	101870
Reporting to	Manager - Client Services
Supervises	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

Client Services provides exceptional customer service to our clients, and is the first point of contact for information, advice and assistance on a range of Institute and student administration processes. Information and advice is provided to prospective, present and past students on a broad range of matters from initial enquiry, applications, course admission and enrolment, fees and student finances, through to careers advice and graduation. Client Services provides a friendly and welcoming environment to students, prospective students, the broader community, South West TAFE staff, and ensures services are delivered efficiently, accurately and in a timely manner.

The Curriculum Administration (CA) area is a small team within the Client Services Department responsible for the data configuration of South West TAFE's entire curriculum within the Institute's primary Student Data Management System (SMS). The CA area works closely with The Registrar, Reporting and Data Analyst, the Digital Innovation Team and the Training and Assessment (TAS) Panel to provide cooperative and compliant advice and support to all staff at SWTAFE

Position Overview (Your Opportunity)

The Curriculum Administration Officer (CAO) is responsible for configuring and maintaining the integrity of South West TAFE's curriculum data in the SMS. The CAO creates and manages the authenticity of data within SMS to facilitate the currency of study packages, requisites, equivalents, awards and enrolment availabilities.

The CAO demonstrates meticulous attention to detail to ensure that SMS is configured accurately to satisfy the compliance requirements of various Governing bodies whilst concurrently supporting an efficient application, enrolment, charging of fees, attendance and completion process.

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

- Ensure data integrity of South West TAFE's curriculum in SMS by confirming that the Institute's internally approved Training and Assessment (TAS) documents comply with National study package rules and satisfy the requirements of external governing bodies
- Responsible for the SMS data configuration and maintenance of nationally, Victorian and internally endorsed study packages within the Institute's curriculum, which ensures successful and compliant processing from enrolment to completion
- Use industry specific software to complete front end administration for Trainee and Apprentice contracts and Applications
- Provide significant input into the development and/or review of procedures and business processes and support the implementation of these by key stakeholders
- Provide specialist interpretations, advice and solutions to key stakeholders within the Institute based on knowledge, experience, policies and procedures
- Liaise and foster positive and effective working relationships across all areas of the Institute
- Proactively identify data and compliance issues and communicate rectification requirements accordingly
- The timely and accurate review and action of various processes where reporting and compliance may be a consideration

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;

- Proven time management skills with a demonstrated ability to meet deadlines, achieve goals and to work concurrently on, and prioritise multiple tasks and work schedules, whilst maintaining the highest level of attention to detail
- The ability to work independently and within a small team to ensure efficiency and compliant work outcomes
- The ability to analyse and apply problem solving skills, to resolve complex or technical issues in an accurate and compliant manner
- Demonstrated commitment to continuous improvement by contributing to the development and implementation of business processes which enhance accuracy and compliance within an organisation
- A demonstrated ability to obtain assistance and cooperation from, and provide influence to, other employees at all levels of the Institute
- Advanced competence in the use of the Windows operating environment, including a sound operational knowledge of the MS Office products, internet-based applications, database management software, and a proven ability to adapt to industry specific software programs

Qualifications and Requirements

Mandatory requirements

- Relevant Degree with relevant work experience or a suitable combination of lesser qualifications and significant relevant experience in administration, data or records management, and compliance checking
- Variations of the above point will be considered
- Employee Victorian Working with Children and satisfactory Police Check
- Current Victorian Driver's license
- Capacity to use Microsoft Office products and relevant industry software and programs

Highly desirable requirements

- Qualifications or experience specific to the VET sector

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
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Incumbent		