

Position Description

Position Title	Admission and Enrolment Officer
Portfolio	Student Experience
Division	Enquiry, Enrolment & Student Administration
Department/Cost Centre	Enquiry, Enrolment & Student Administration - 05100
Classification	Specialist Staff 3
Position Number/s	102529
Reporting to	Team Leader - Admissions and Enrolments
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

Enquiry, Enrolment & Student Administration division provides exceptional customer service and is the first point of contact for information, advice and assistance on a range of Organisation 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.

Enquiry, Enrolment & Student Administration division 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.

Position Overview (Your Opportunity)

As one of the first points of contact with South West TAFE, the Admission and Enrolment Officer (AEO) fulfils an important public relations and customer service role. The AEO is responsible for progressing and processing all admissions and enrolments. They require knowledge on prerequisite requirements, qualifications, and the application and enrolment procedures. There may be a requirement to refer potential students to other relevant staff. The AEO works cooperatively with both internal and external clients and with a range of staff across all campuses.

The AEO is integral to South West TAFE's enquiry and application processes and supports the Team Leader - Admissions and Enrolments with the planning and implementation of SWTAFE administrative services at each of the relevant campus locations.

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 specialist administrative support and advice including troubleshooting enrolments, timely and accurate assessment of eligibility for subsidised training or government loan schemes and/or other services.
- High level use of SWTAFE technology and systems to ensure accurate recording of student admission and enrolment records, including the storage and maintenance of documentation to support eligibility for various government initiatives.
- Conduct eligibility assessment for Government Funding and/or relevant training initiatives for potential students, strictly following SWTAFE process.
- Provide direction to applicants to ensure accurate and timely completion of all enrolment requirements, including USI, Identification and student declaration.
- Accurately and efficiently create new student profiles on the SWTAFE Student Management System (SMS)
- Admit and process enrolments ensuring SWTAFE enrolment timelines are met.
- Generate and issue correct SMS generated documents to students, including statement of fees, tax invoice and enrolment summary.
- Provide student with enrolment confirmation and all required documentation.
- Review SMS systems ensuring data is maintained and compliant with SWTAFE expectations
- Ensure service excellence through setting professional standards and measuring outcomes against them on a daily basis
- Provide a range of administrative support services across the department including data entry and enrolment processing, reporting, printing, copying and records management to support SWTAFE business systems, processes and initiatives.
- Liaise with internal stakeholders including administration, teaching and management to ensure data is maintained and compliant with SWTAFE expectations
- Keep up to date with relevant information and industry best practice

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seeks 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 seeks 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 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;

- The ability to develop and maintain comprehensive knowledge and understanding of government guidelines and compliance requirements relevant to the effective and compliant management of learner records.
- A high level of computer literacy.
- Demonstrated data entry and database administration skills, including the ability to diagnose and resolve problems, analyse, interpret and report on data.
- A proactive approach and proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and to prioritise work
- Flexibility in a changing environment with a focus on compliance and industry best practice
- A team player who achieves goals whilst utilising an organised and methodical approach to work

Qualifications and Requirements

Mandatory requirements

- Completion of Certificate III or year 12 and demonstrated relevant experience or equivalent relevant experience. Lesser formal qualifications and relevant knowledge of the job or experience may be considered.
- High level of digital literacy.
- Ability to obtain an Employee Victorian Working and a Children and satisfactory Police Check

Highly desirable requirements

- A Certificate IV in Business, Business Administration or Financial Services and/or equivalent relevant industry experience. Lesser formal qualifications and relevant knowledge of the job or experience may be considered
- Experience or an understanding in relevant industry software and programs (e.g. Customer Relationship Management systems)

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
- 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 and Culture		
Agreed by	Incumbent		