

# Position description

Greater together 

Position title:	Program Support Administrative Officer
Institute/School/Centre/ Directorate/VCO:	Federation TAFE
Campus:	SMB Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 4 range
Time fraction:	Full-time
Employment mode:	Fixed-term employment
Reason for fixed-term:	Specific task or project
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Recruitment number:	JR101218

## Position summary

The Program Support Administrative Officer will be the first point of contact with individuals seeking assistance through Federation TAFE's Skills and Jobs Centre, Career Advice Service and Reconnect programs. They will provide a range of end-to-end administrative support including providing information to Federation University staff, internal/external stakeholders and both current and prospective students and clients.

The Program Support Administrative Officer also performs a range of administrative functions to support the functions of the Program Managers and Associate Directors, including the maintenance of student data ensuring records are collected and maintained in accordance with University policies, procedures and guidelines. The position will work collaboratively with teaching staff to support the achievement of Federation TAFE's operational outcomes.

## Portfolio

Federation TAFE is home to vocational education and training delivered by Federation University Australia and offers a broad range of quality education and training programs, reflecting state and national priorities that address the training needs of individuals and industry.

## Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class

education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in the 2021–2025 University Strategic Plan and share the University's values of:

**INCLUSION**, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

**INNOVATION**, we are agile and responsive to emerging opportunities.

**EXCELLENCE**, we act with integrity and take responsibility for achieving high standards.

**EMPOWERMENT**, we create a supportive environment to take informed risks in pursuit of success.

**COLLABORATION**, we establish genuine partnerships built on shared goals.

### Key responsibilities

1. Provide effective and efficient end-to-end administrative support to Federation TAFE and related commercial activities, including but not limited to communications (mail, email, phone, face to face, CRM system), data entry, maintenance requests, room/vehicle bookings, stationery and materials/equipment ordering, banking, agenda/minute taking, webpage updates.
2. Provide reception and exceptional customer service across Federation TAFE ensuring prompt and accurate information and advice is provided for prospective and current students, commercial clients, members of the public and University staff.
3. Contribute to customer experience and activities and be a point of contact for clients to answer enquiries, support applications, information/induction sessions, tours, and facilitating enrolments. .
4. Provide administrative support for the collection of data for internal and external reporting, including Performance Panels and government reports.
5. Work collaboratively with the Team Leader, Pathways Advisors and Pathways Officers to ensure all enquiries are followed up in a timely manner, accurate client file records and documentation are systematically collected and maintained in accordance with University policies, procedures and guidelines and AQSA/HES requirements.
6. Organise and schedule regular department level meetings, contributing to the development of agendas and recording and distributing meeting notes and actions.
7. Provide administrative support to the Skills and Jobs Centre, follow up public enquiries, book appointments with Pathways Advisors and Officers and provide general assistance as required.
8. Contribute to the planning, organisation and delivery of Federation TAFE events, marketing campaigns and activities, as required.
9. Monitor Federation TAFE's Skills and Jobs Centre public information and liaise with Marketing and other relevant stakeholders and , to ensure accurate and current data is available to clients, students, employers and members of the community.
10. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
11. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
12. Undertaking the responsibilities of the position adhering to:
  - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
  - Equal Opportunity and anti-discrimination legislation and requirements;
  - the requirements for the inclusion of people with disabilities in work and study;
  - Occupational Health and Safety (OHS) legislation and requirements; and
  - Public Records Office of Victoria (PROV) legislation.

## Level of supervision and responsibility

The Program Support Administrative Officer reports to and works under general direction of the Team Leader, Reconnect, Skills and Jobs. The position will also receive day-to-day direction and guidance from Program Managers and Associate Director with regard to Centre operations. The role is responsible for providing factual advice and comprehensive administrative support to students, external clients and Federation TAFE program areas. The position is required to have or develop a comprehensive knowledge and understanding of the administrative requirements of Federation TAFE and develop a working knowledge of the programs and courses offered as well as activities related to the student experience. The position is also required to develop an understanding of the Vocational Education and Training sector.

The Program Support Administrative Officer is required to independently solve routine problems or make decisions of a routine nature based on the relevant policies, procedures and guidelines of Federation TAFE and/or University. The position is required to exercise judgment in referring matters or escalating problems to the TAFE Program Support Coordinator or other appropriate staff member/s. The position is expected to prioritise work and manage time appropriately to ensure allocated tasks are completed in accordance with timelines. A strong customer service focus for both internal and external customers.

## Position and organisational relationships

The Program Support Administrative Officer reports to the Team Leader, Reconnect, Skills and Jobs and works as part of the administrative team. The position is required to work collaboratively with Associate Directors, Program Managers and teaching and support staff across the University in the provision of services. The position is also required to interact with a diverse range of internal and external clients and visitors which often require discretion and confidentiality.

## Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

### Training and qualifications

1. Completion of:
  - a diploma level qualification with relevant work-related experience, or
  - completion of a Certificate IV with relevant work experience, or
  - completion of a post-trades certificate and extensive relevant experience and on the job training, or
  - completion of a Certificate III with extensive relevant work experience, or
  - an equivalent combination of relevant experience and/or education/training.
2. Hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

### Experience, knowledge and attributes

3. Demonstrated ability to provide end-to-end administrative services and customer support and service in a complex educational setting.
4. Demonstrated problem solving, organisational and time management skills and the ability to prioritise work demands to meet conflicting deadlines in a busy office environment.
5. Demonstrated experience using student management systems, along with knowledge of finance systems and room booking systems.
6. Demonstrated interpersonal and communication skills, including the demonstrated ability work in cross functional and diverse teams.
7. Demonstrated ability to work independently, as well as part of a team and to deal with confidential information.
8. Demonstrated Microsoft Office software skills, in particular Word, Excel, PowerPoint, Teams and email, as well as the demonstrated ability to use other relevant applications.
9. Demonstrated working knowledge and application of the Child Safety Standards.

10. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

***The University reserves the right to invite applications and to make no appointment.***

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*