

Position Description



Position title:	Program Support Administrative Officer, Renewable Energy and Engineering
School/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:	Continuing employment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Lauren Bartolo, Curriculum Quality Leader, Federation TAFE Telephone: (03) 5327 8285 Email: l.bartolo@federation.edu.au
Recruitment number:	852084

Position summary

The Program Support Administrative Officer provides administrative support to Federation TAFE programs, including providing information to Federation University staff, internal/external stakeholders and both current and prospective students.

The Program Support Administrative Officer also performs a range of administrative functions including the maintenance of student data, ensuring records are collected and maintained in accordance with University policies, procedures and guidelines and AQSA/HESG requirements contributing to the student experience and operation of Federation TAFE.

The Program Support Administrative Officer works within a Centre under the leadership of a Curriculum Quality Leader and will support the Centre Leadership Team (Head of Centre, Curriculum Quality Leader and Program Managers) to ensure that students are adequately supported across the entire learner journey.

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, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, 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 administrative support to Federation TAFE and Commercial activities by working collaboratively with staff, 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 services 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, representing Federation TAFE as first point of contact.
3. Contribute to student experience activities by answering enquiries, assisting with applications, information/induction sessions, tours, enrolments, and graduations.
4. Maintain, monitor and archive student data and records relating to enrolments, training plans, recognition of prior learning, student fees/invoicing, attendance, and awards in line with University policies, procedures and student management systems.
5. Work collaboratively with Program Managers and teaching staff ensuring accurate student file records, student feedback, placement, risk register and excursion documentation are systematically collected and maintained in accordance with University policies, procedures and guidelines and AQSA/HESG requirements. Work collaboratively with other Program Support Administrative Officers by sharing knowledge, participating in meetings and assisting with on-boarding of new team members.
6. Provide administrative support to Program Managers with inputting and distributing timetabling information, teaching group set ups, making and altering room bookings, and providing general assistance as required.
7. Contribute to the planning, organisation and delivery of Federation TAFE events and activities, as required.
8. Update and monitor the Federation TAFE website and Course Finder in collaboration with the Program Managers by uploading site contents, images, news items and contact details. Liaise with Marketing, Skills and Jobs Centre, Employers and other stakeholders to assist with various marketing or student journey campaigns.
9. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
10. 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 (OH&S) 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 Curriculum Quality Leader and is responsible for providing factual advice and comprehensive administrative support to Federation TAFE to clients. 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, activities related to the student experience, and 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 Curriculum Quality Leader or other appropriate staff member/s. The position is expected to priorities work and manage time appropriately to ensure allocated tasks are completed in accordance with timelines and deadlines.

Position and Organisational relationships

The Program Support Administrative Officer reports to the Curriculum Quality Leader working as part of the administrative team, working collaboratively with Program Managers and other teaching staff and with other areas of the University in the provision of student experience activities. The position is also required to interact with a diverse range of internal and external clients and visitors which often require discretion and confidentiality.

Although the Program Support Administrative Officer will also work collaboratively with the Head of Centre, Learner Experience who will regularly host and facilitate activities that generate a Community of Practice (CoP) sharing good practice and build capability across the TAFE portfolio.

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 problem solving, organisational and time management skills and the ability to prioritise work demands to meet conflicting deadlines in a busy office environment.
4. Demonstrated experience using student management systems such as Campus Solutions, along with knowledge of finance systems and room booking systems.
5. Demonstrated interpersonal and communication skills, including the demonstrated ability to deliver customer service excellence.
6. Demonstrated ability to work independently, as well as part of a team and to deal with confidential information.
7. Demonstrated word processing and Microsoft Office software skills, in particular MS Word, Excel, PowerPoint and email, as well as the demonstrated ability to use other relevant applications.
8. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including

children with a disability and from culturally and/or linguistically diverse backgrounds.

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.