

RTO ADMINISTRATOR

Position Description

The Pillar/Business Unit

The Production department sits within the Performing Arts pillar and comprises of a team that delivers production services for ACM across Staging, Lighting, Audio, Broadcast, Wardrobe, Stage Management, and Safety/Training to enable the safe and efficient delivery of events across all of our venues and spaces.

The Production Team is responsible for meeting the Trust's strategic aims to:

- 1) undertake a series of events of world significance every year
- 2) Incorporate and promote innovation and style in the development and delivery of our programs, ensuring their relevance to Melbourne, Victoria, and Australia
- 3) Develop and utilise all our assets, working across our whole estate externally and internally, and linking the experience of the Arts Centre through to the Bowl
- 4) Grasp the opportunities for arts and culture within the digital sphere
- 5) Have a collaborative approach to working with our partners, seeking to promote the most the most significant achievements possible
- 6) Establish a leading reputation for excellence in theatre technical training, management and leadership

The Role

This position provides administrative support to the Arts Centre Melbourne's (RTO) Registered Training Organisation team to ensure services are provided in an effective and efficient manner, whilst maintaining the highest standard of customer service to internal and external stakeholders.

Type	Full-time, ongoing
Reports to	Senior Manager, Technical Training & Development
Direct Reports	N/A
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 2.3
Key Relationships	<i>Internal:</i> Production, Facilities, Security, IT, People & Strategy team <i>External:</i> Industry Associations & Networks, External Clients, Regularity bodies, Training service providers, hirers & presenters
Delegation	Financial and people delegations as per current policy.
Location/s	Arts Centre Melbourne premises (subject to potential relocation) Working from home (on arrangement) Off-site- travel (on arrangement)
Other	Live Performance Employee under the ACM Enterprise Agreement 2022 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	July 2022

KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

Your qualifications and experience

- Demonstrated experience in an administration role
- TAE40116: Certificate IV Training & Assessment an advantage but not essential
- BSB30120 Certificate III in Business Administration or similar administration qualification an advantage but not essential
- Prior experience working within the creative arts & culture sector - live entertainment industry an advantage but not essential
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Your skills and attributes

- Prior RTO knowledge & experience
- Experience in using VETtrak (or similar Student Management System software for RTOs) for record keeping, and compliance data reporting
- High level proficiency in Microsoft suite (Word, Outlook, Teams, One Drive, PowerPoint, Excel) Adobe Acrobat
- Knowledge of VET sector and the Australian Qualification Framework
- Experience in delivering exceptional customer service resulting in successful and enjoyable customer experiences
- Excellent planning, organising and communication skills.
- Ability to analyse data and correct errors
- Ability to prioritise own administration workload
- Ability to work autonomously and within a team environment

In the role you will

Accountabilities:

Provide administrative support to the RTO technical training and development team by:

- Supporting the RTO team's continuous improvement:
 - o Formatting training & assessment resource materials
 - o Assist the RTO team to review, improve, develop and document team processes
- Provide administration, documentation and communications support for improvement projects Maintaining the RTO Student Management System database and relevant upgrades, ensuring training records are accurate and up to date in accordance with regulatory obligations. Compiling relevant data and submitting RTO compliance reporting as per RTO standard guideline requirements.
- Coordinating the organisation of facilities, scheduling of learners & preparation of learning & assessment materials for training sessions as required.
- Administration of student enrolment processes and procedures
 - o Be the first point of contact for general RTO queries, triaging and escalating as appropriate
 - o Respond to RTO queries responsively and with a positive and constructive client-focus
- Maintain student records
- Monitoring in-house production team competencies & licences requiring renewal to ensure all remain current and compliant
- Accurately maintaining in-house records & providing reports on training outcomes
- Monitoring & maintaining the keeping of all electronic and hard copy records
- Maintain qualifications completions register and the issue of all certifications as per RTO standards
- Report any non-compliance issues to RTO management
- Providing general administration support to the RTO team as required

Decision making:

- Under the broad direction of the Technical Training & Development team the incumbent will be required to make evaluations about quality of RTO materials to meet required standards
- The incumbent will be required to work autonomously and make independent decisions in relation to the collection of RTO data for reporting, escalating to the Senior Manager, Technical Training & Development as appropriate
- In contributing to the development of training materials, file keeping systems and facilitation of programs, the incumbent will be required to contribute independent creative thought for continuous improvement of services.

Systems:

- Experience with competency based organisational record keeping, RTO Student Management Systems and RTO data reporting (Experience with VETtrak system software is preferred but not essential)
- Proficiency in Microsoft suite of programs (Word, Teams, One Drive, PowerPoint, Excel) & Adobe Acrobat

Working environment/physical requirements:

- General office work with a strong emphasis on computer usage
- May be required to carry light equipment, attend site outside of normal hours.
- Flexibility of rostered working days may be required in order to accommodate planned delivery of training & assessment services
- May be required to travel, outside of metropolitan and interstate areas and stay overnight on occasions. (on arrangement)
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.

You demonstrate our values

- Leadership – courage and conviction.
- Creativity – a boundless imagination.
- Care More – a place for everybody.
- Community – working together.
- Equity – fairness & justice.