

# Position description

<b>Position title:</b>	<b>Administrative Officer, Program Support</b>
<b>School/Directorate/VCO:</b>	<b>Federation TAFE</b>
<b>Campus:</b>	<b>SMB Campus or Mt Helen Campus. Travel between campuses may be required.</b>
<b>Classification:</b>	<b>Within the HEW Level 4 range</b>
<b>Employment mode:</b>	<b>Continuing appointment</b>
<b>Probationary period:</b>	<b>This appointment is offered subject to the successful completion of a probationary period.</b>
<b>Time fraction:</b>	<b>Full-time</b>
<b>Recruitment number:</b>	<b>849369</b>
<b>Further information from:</b>	<b>Mr Andrew Henwood, General Manager TAFE, Federation TAFE Telephone: (03) 5327 8315 E-mail: a.henwood @federation.edu.au</b>
<b>Position description approved by:</b>	<b>Associate Professor Barry Wright, Executive Director, Federation TAFE</b>

**This position description is agreed to by:**

\_\_\_\_\_  
Employee name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources  
Document owner: Manager, HR Shared Services

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## Position summary

The Administrative Officer, Program Support is responsible for providing a range of administrative support to Federation TAFE programs. The position will also perform a range of administrative functions relating to the student experience and operation Federation TAFE as well as maintain records of student data and records are collected and maintained in accordance with University policies, procedures and guidelines and AQSA/HESG requirements.

The position may be required to travel between campuses.

## Key responsibilities

1. Provide effective and efficient administrative operational support to Federation TAFE and Commercial activities by working collaboratively with staff to deliver quality administrative services, including but not limited to mail, assignment processing, maintenance requests, stationery and materials/equipment ordering.
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.
3. Contribute to the student experience activities by assisting with selection, enrolments, and graduations.
4. Maintain and monitor 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 the Education Managers and teaching staff to ensure that accurate student file record, student feedback, placement and excursion documentation are systematically collected and maintained in accordance with University policies, procedures and guidelines and AQSA/HESG requirements.
6. Provide administrative support for the development of the timetable and assist Education Managers with timetabling and room booking matters, 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 Education Managers by uploading site contents, images, news items and contact details.
9. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.

10. Undertake the responsibilities of the position adhering to:

- The Staff and Child Safe Codes 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 Administrative Officer, Program Support reports to and works under general direction of the Manager, Program Support and Projects and is responsible for providing comprehensive administrative support to Federation TAFE and provide factual advice 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 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 Administrative Officer, Program Support 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 Federation TAFE Business Manager 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 and deadlines who the position reports to and what direction/supervision the position will receive.

## Training and qualifications

- A diploma level qualification with relevant work related experience, or
- a Certificate IV with relevant work experience, or completion of a post-trades certificate and extensive relevant experience and on the job training, or
- a Certificate III with extensive relevant work experience, or an equivalent combination of relevant experience and/or education/training.

## Position/Organisational relationships

The Administrative Officer, Program Support reports to the Manager, Program Support and Projects and works as part of the administrative team. The position is required to work collaboratively with the Education 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.

## 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:

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

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.