



Job Description Student Support Administration Officer (50D) Level 2

Position Number 10003154

Division Student Support Services

Branch Koolark

Location Northbridge

FTE 1.0

Agreement/Award *Government Officers' Salaries, Allowances and Conditions Award 1989*
Public Sector CSA Agreement 2024 or as replaced

Leadership Context

[Personal Leadership](#)

Reporting relationships

Reports to:

Manager Aboriginal Student Support, Level 7

Direct Reports: 0

Indirect Reports: 0

Key Role Statement

The Support Officer – Koolark Centre provides high quality administrative, reception, and project support to two teams within the Koolark Centre. The role is the first point of contact for students, community members, and stakeholders engaging with the Centre and contributes to culturally safe, welcoming and inclusive services that support Aboriginal student success.

The position delivers general administrative functions, customer service, coordination support for activities and projects, and assists in maintaining effective communication and service pathways within the Centre.

Key Responsibilities

- Greets clients, students and visitors, providing clear information on the range of services and support available through the Koolark Centre.
- Provides administrative and clerical support, including appointment booking, data entry, document preparation, record keeping and monitoring shared inboxes.
- Facilitates information sharing and client referrals between the Koolark Mentor and the Enhanced Aboriginal Engagement teams.
- Fosters collaborative working relationships across the two teams to support integrated service delivery.
- Provides administrative support for cultural programs, student support initiatives, events, workshops, and community engagement activities.
- Contribute to continuous improvement activities and support the implementation and monitoring of initiatives across the Koolark Centre teams.
- Participates in professional development to enhance and acquire skills relevant to the role.
- Demonstrates a commitment to Work Health and Safety laws, Public Sector Standards and Equal Employment Opportunity principles.

- Behaves and formulates decisions in line with the Public Sector Code of Ethics, NM TAFE Code of Conduct and NM TAFE Values.
- Undertakes other duties as required aligned with the scope and level of the position.

Our Values



Respect



Integrity



Student centred



Accountability



Innovation



Professionalism

Our Culture

The idea of a culture of caring encompasses many things: leaders caring about employees, employees caring about each other and students, and employees caring about why we do what we do.

Caring focuses on building relationships and mutual trust in a collaborative and welcoming workplace where people help and support one another while demonstrating an agreed set of values. Part of your role is to nurture a caring culture.

Our Leadership Expectations

We believe all our people are leaders. We have adopted the [Building Leadership Impact](#) approach that provides a common understanding of the mindsets and expected behaviours required of all our people and the public sector.

Selection Criteria

Essential

1	Under Section 50D of the Equal Opportunity Act, Aboriginality is considered essential.
2	Well-developed written, interpersonal and verbal communication skills with the ability to interact effectively and respectfully with students, staff and community members.
3	Demonstrated ability to work independently and cooperatively within a team environment.
4	Experience in administrative, reception duties or clerical duties, including maintaining accurate records and handling enquiries.
5	Strong organisational and time management skills, with the ability to use initiative and meet deadlines.
6	Well-developed computer skills including a working knowledge of databases, spreadsheets, outlook and word processing.
7	Understanding of, or commitment to, culturally responsive service delivery and supporting Aboriginal students.

Other Requirements

- May be required to work from any College campus location.
- Will be required to undertake a Working with Children Check and a National Police History Check.

The filling of this position has been quarantined to Aboriginal and Torres Strait Islander people. This is an Aboriginal employment initiative that contributes towards improving and increasing Aboriginal and Torres Strait Islander employment outcomes at NMTAFE, an action under NMTAFE's Reconciliation Action Plan.

Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Business Area Director

Name Kathleen Franklyn
Date 16 January 2026

Delegated Authority

Name Kelly Edwards
Date 18 December 2025
