



Administration Officer

Position Details

Position Number: Various

Classification: Level 2 FTE: up to 1.0FTE

Award/Agreement: Government Officers Salaries, Allowance and Conditions Award 1989, Public Sector CSA Agreement 2024 or as replaced

Directorate: Training & Student Experience

Location: Bunbury

Reporting Relationships

Responsible to

Client Administration Coordinator
Level 5 | Bunbury



This Position:

Administration Officer



Positions under direct supervision:

Nil

Other officer reporting to this position:

Administration Officer (various) L2

Our Purpose

Building our community today, for tomorrow

South Regional TAFE’s strategic vision is focused on creating a learning experience to inspire success. To achieve this, we strive to provide responsive, sustainable and innovative training that celebrates the diversity of our community.

Our Values

Collaboration

We will listen, evolve and work together, helping and supporting each other for the collective goals of the college.

Integrity

We are committed to being honest, accountable, with high standards of ethical behaviour.

Inclusion

We work to strengthen a culture of care for our students and staff, by supporting every learning journey, whether for our students, colleagues or industry partners.

Innovation

We create exceptional learning environments by engaging with students, industry and staff and valuing their experience, knowledge and ideas.

Position Overview

Undertake the provision of administrative and client support services to ensure consistent business and client focussed practice at South Regional TAFE, supporting internal and external stakeholders. Work collaboratively within the Client Administration team and provide support to Training Services to ensure positive student outcomes.

May be deployed to other work areas to meet broader business needs, as and when required.

Position Responsibilities

- Provides quality and seamless client service and administrative support to our internal and external clients and stakeholders.
- Fields enquiries (in person, by phone, email etc.), sources information, follows up and provides responses in a timely manner.
- Provides accurate and timely advice to prospective, and previous students, internal and external stakeholders and supports College initiatives that enhance the future student experience.
- Performs client liaison duties, enrolment tasks and functions.
- Contributes to TAFE's continuous improvement initiatives that support consistent, unified administrative processes. Supports the broader institute team and initiatives as and when required.
- Work within general and specialist electronic systems, programs and platforms (Records Management System, Student Management System, Microsoft Office Suite, Adobe, MYOSH, Intranet).
- Data entry, data analysis, auditing reviews and data validation.
- Scanning, filing, archiving and information retrieval, managing information workflows.
- Taking meeting minutes, customising, proof-reading, editing written material and general correspondence.

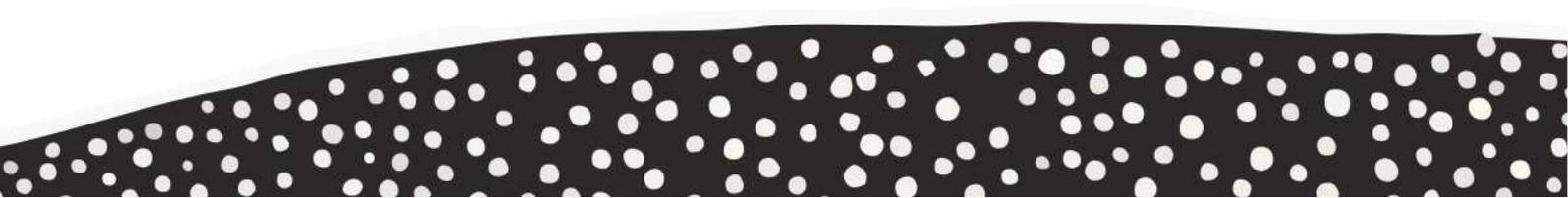
Other Duties

- Perform other duties as required and may be required to work from any College campus.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to Equity and Diversity, Work Health and Safety, Public Sector Standards, and the College Code of Conduct.

Selection Criteria

Essential

1. High level customer service skills and abilities.
 2. Demonstrated experience in providing effective administrative support with the ability to organise and prioritise tasks effectively.
 3. Well-developed computer skills, including a working knowledge of databases, records management systems, spreadsheets and word processing.
 4. Demonstrated good verbal and written communication skills.
 5. Demonstrated good interpersonal skills and ability to work unsupervised and in a team environment.
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Flexibility Requirements

1. Hours of work and leave will be managed in accordance with the needs of the business.
2. Staff may be deployed to other areas of the college to meet broader business needs, as and when required.
3. Staff may be required to assist and support College initiatives and events such as enrolment days and open days.
4. The College has a reduced activity period during Christmas/New Year.
5. Will be required to travel to and work from other locations including all SRTAFE Campuses.

Special Conditions

Nationally Coordinated Criminal History Check (NCCHC):

All new staff being appointed to South Regional TAFE are required to apply for a Nationally Coordinated Criminal History Check prior to commencing duty. All applications must be directed to the "Screening Unit" at the Department of Education and Training.

Working With Children Check (WWC):

All new staff appointed to South Regional TAFE in "child-related work" are required to provide a WWC Check prior to commencing duty. If you receive a Negative Notice or an Interim Negative Notice you will be deemed to have repudiated your contract and your employment will cease.

Prescribed Legislation and Regulation

As an employee of the Western Australian public sector you have specific obligations to the community of Western Australia and your colleagues. In addition to the prescribed industrial agreement, your employment is governed by the following:

- Public Sector Management Act (1994) and Regulations
- Vocational Education and Training Act (1996)
- Public Sector Code of Ethics
- South Regional TAFE's Code of Conduct
- Equal Opportunity Act (1984)
- Occupational Safety and Health Act (2020)
- Staff Computer Use Agreement
- South Regional TAFE policies and procedures

Certification

This document provides an accurate statement of the position's responsibilities and requirements.

Signatures

Business Unit Manager	Director
 <p>Digitally signed by Clare Gibbons DN: cn=Clare Gibbons, o=South Regional TAFE, ou=Client & Administration Services, email=clare.gibbons@srtafe.wa.edu.au, c=AU Date: 2026.01.21 10:47:44 +08'00'</p>	 <p>Digitally signed by Michael Burgess Date: 2026.01.21 15:44:35 +08'00'</p>