



Administration Officer

Position Details

Position Number: Various

Classification: Level 2 FTE : various

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

Directorate: Training Services

Location: Albany

Reporting Relationships

Responsible to

Client & Administration Team
Leader Level 4 | Albany

Other officer reporting to this position:

Administration Officer (various) L2

This Position:

Administration Officer

Positions under direct supervision:

Nil

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 focused 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

- Provide quality and seamless client service and administration support to our internal and external clients and stakeholders.
- Field enquiries (in person, by phone and email), source information, follow up and provide responses in a timely manner.
- Provide accurate and timely advice to current, prospective, and previous students, internal and external stakeholders and support College initiatives that enhance the future student experience.
- Perform client liaison duties, enrolment tasks and functions.
- Contribute to TAFE's continuous improvement initiatives that support consistent, unified administrative processes. Support the broader college 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, data validation.
- Scanning, filing, archiving and information retrieval, managing information workflows.
- Taking meeting minutes, customising, proof-reading, editing written material and general correspondence.

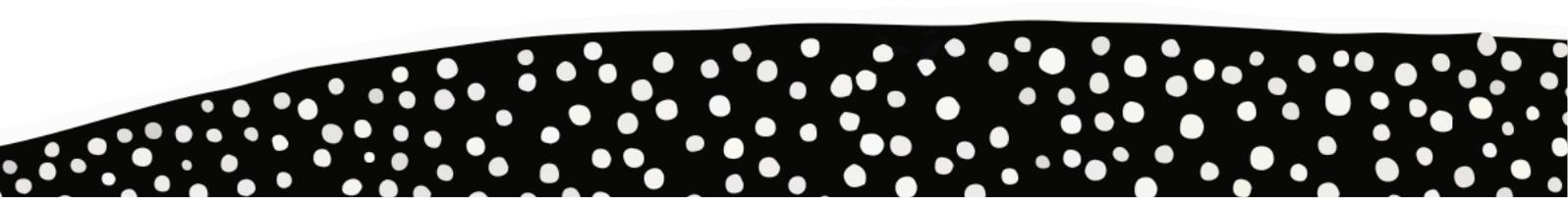
Other Duties

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

The occupant of this position will be required to comply with and demonstrate a positive commitment to Equity and Diversity, Occupational Safety & Health, Public Sector Standards, and the Staff 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. This position will 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 provide 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
 <small>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: 2024.12.11 15:11:48 +0800</small>	 <small>Digitally signed by Tiana Spencer Date: 2024.12.18 10:25:55 +0800</small>