



Administration Officer

Position Details

Position Number: 50001348

Classification: Level 1 FTE: Various

Award/Agreement: Government Officers' Salaries, Allowances and Conditions Award 1989 and Public Sector CSA Agreement 2022 or as replaced.

Directorate: Organisational Services

Location: Katanning/Narrogin

Reporting Relationships

Responsible to

Campus Manager L5

This Position:

Administration Officer

Positions under direct supervision:

Nil

Other officer reporting to this position:

Administration Officer	L2
Lecturers	various

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

Customer Service Officers, within the Student Experience team, enable the college to achieve its strategic goals by providing our internal/external clients and industry stakeholders with:

- High quality, seamless customer service experience, including receiving and transferring enquiries, client liaison and complaint resolution (face to face, phone, email, online, social media etc.) and a point of contact for course information and student pre enrolment information in a high volume work environment;
- Efficient and effective general administrative tasks, duties and functions (receiving payments, data entry, document creation, electronic records management, researching and reporting, filing, etc.).

Student Experience staff may be deployed within other work areas to meet broader business needs, as and when required.

Position Responsibilities

Client Services

- Performs general reception, client liaison duties, tasks and functions;
- Student experience centre support, including course advice and pre-enrolment data collection
- Provides quality and seamless client service and advice to our internal and external clients and stakeholders;
- Field enquiries (in person, by phone, email etc.), transfers enquires, sources information, follows up and provides responses in a timely manner;
- Provides accurate and timely advice to prospective students, internal and external stakeholders and supports college initiatives that enhance the future student experience (Open Days Welcome Week);
- Contributes to the TAFE's continuous improvement initiatives; and
- Supports the broader college team and initiatives as and when required.

Administration

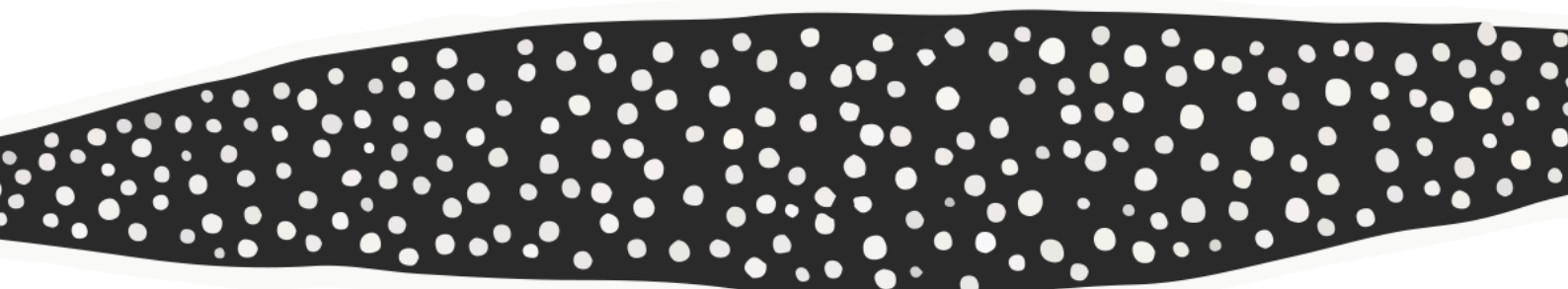
Provides administrative support as required, including performing the following tasks and duties: Working within general and specialist electronic systems, programs and platforms (Records Management (HPE Content Manager), Microsoft Office Suite (Outlook, Word, Excel etc.), Student Management System (SMS), MYOSH, etc.).

- Drafting and formatting documents, web content, case notes and general correspondence.
- Data entry
- Taking meeting minutes, transcribing and circulation of meeting minutes.
- Filing, archiving and information retrieval, managing information workflows.
- Preparing and formatting regular and ad hoc reports.
- Customising, proofreading and editing written material.

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, record management systems, spreadsheets and word processing.
4. Demonstrated effective verbal and written communication skills.
5. Demonstrated effective interpersonal skills, and ability to work unsupervised and in a team environment.

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. Staff may be required to work during this period dependant on business needs.
 5. Will be required to travel to and work from other locations including all SRTAFE Campuses.
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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)
- Work Health and Safety 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.

	Business Unit Manager	Director
Signatures		

