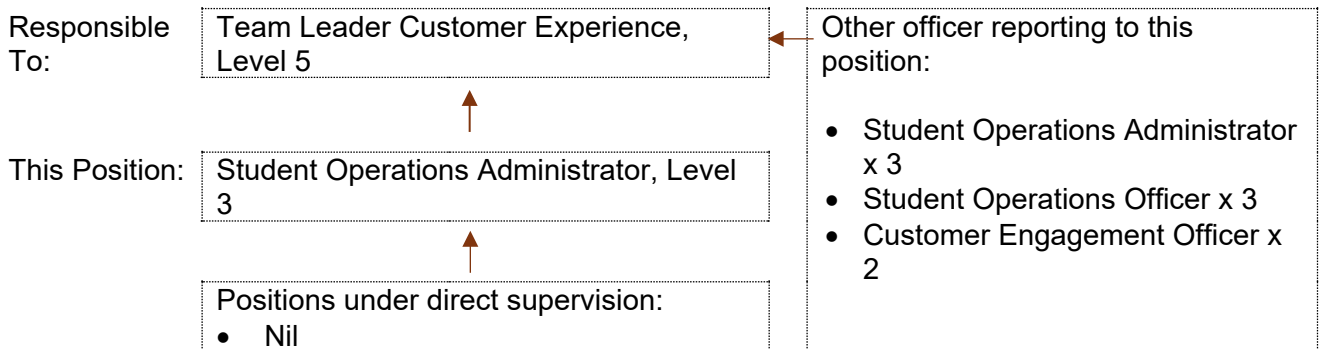


## Student Operations Administrator

### Position Details

Position Number: 30000795  
Classification: Level 3  
Award/Agreement: Public Service CSA Agreement 2024 or as replaced  
Directorate: Corporate & Organisational Services  
Location: Pundulmurra

### Reporting Relationships



### Our Purpose

North Regional TAFE (NR TAFE) is the leading regional provider of vocational education and training in Northwest Australia. Our purpose is to build the skills and capacity of the workforce for a sustainable economy and enable resilient communities.

All employees at NR TAFE contribute to the vital role of providing vocational education in rural and regional WA, and job training pathways including to the most vulnerable in the community.

### Our Values

The principles and standards of behaviour outlined in the NR TAFE Code of Conduct, Values and the Public Sector Commission Code of Ethics are required to be demonstrated by all employees in their day-to-day activities.

NR TAFE is committed to an inclusive, high performance culture that places the needs of the students and the public at the centre of all that we do.



## Position Overview

This Student Operations Administrator uses the NR TAFE business systems for pre and post enrolment processing activities, data validation and financial processing.

This role also provides support for enrolments processing when required, and to other staff including lecturers, with assistance from Student Systems Training and Data Coordinator.

## Position Responsibilities

- Performs pre and post enrolment processing activities for students.
- Works accurately within various business and administrative systems, programs and platforms including the Student Management System.
- Ensure accuracy with data validation and financial processing.
- Create and maintain Course Study Plans and Availabilities.
- Assess and process credit transfers.
- Provides assistance in enrolment processing when required such as during peak processing periods.
- Provide advice on awarding processes, including information on eligibility while abiding by the current Vocational Education and Training (VET) Standards for Registered Training Organisations (RTOs)
- Coordinate applications for awarding of qualifications accurately (including any supplementary documentation such as licensing cards) in a timely manner that is consistent with the requirements under the VET and RTO regulatory frameworks.
- Interpret and apply relevant legislation, policies and guidelines and ensure compliance targets are met.
- Support the coordination and administration of academic and non-academic audits including providing documentation; undertaking compliance surveillance; tracking the completion of audits and return of documentation; following up on outstanding audits; providing assistance with rectifying non-compliances.
- Contributes to the TAFE's continuous improvement initiatives that support consistent, unified administrative processes.
- Foster a collaborative, inclusive and healthy team working environment.
- Understand and respond appropriately to culturally diverse clientele to maintain an equitable and quality service
- Undertakes other duties as delegated within scope and competence.
- Contribute to the success of NR TAFE by modelling and promoting NR TAFE values and code of conduct.

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 College Code of Conduct.

## Selection Criteria

- Proven high level customer service skills, ability to communicate effectively and provide accurate information.
- Demonstrated experience in providing administrative support with the ability to organise and prioritise tasks effectively and meet deadlines.
- Competency in the use of technology and business systems, computer skills, experience with reporting and records management.
- High level interpersonal skills and ability to work unsupervised and in a team environment.
- Current knowledge and commitment to Equal Opportunity and Occupational Safety and Health in all aspects of employment and service delivery.

## Other requirements

May be required to travel to and work from other NR TAFE campuses from time to time.

## Appointment Factors

- Location:** NR TAFE Broome Campus
- Accommodation:** As per NR TAFE Policy subject to eligibility and availability.
- Allowances:** As per Award.
- Travel:** Travel to and work at other campuses or sites will be required as the need arises.

## Special Conditions

### **National Police History Check:**

All new staff being appointed to NR TAFE are required to provide a National Police History Check prior to commencing duty. All applications must be directed to the "Screening Unit" at the Department of Education.

### **Working With Children Check (WWC):**

All new staff appointed to NR 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.

### **Current WA 'C' Class Driver's Licence:**

All new staff being appointed to NR TAFE are required to have a current WA 'C' Class Licence as staff will be required to travel between campuses, from time to time. For staff appointed from outside Western Australia, you must apply for a WA driver's licence within three (3) months of becoming a resident of WA.

### **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
- North Regional TAFE's Code of Conduct
- Equal Opportunity Act (1984)
- Work Health and Safety Act (2020)
- Internet Terms and Conditions of Use
- Employee Software and Compliance Statement
- North Regional TAFE policies and procedures

## CERTIFICATION

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

Director		Executive Director	
Name:		Name:	
Signature		Signature	
Date:		Date:	