



## Job Description

# Student Administration Team Coordinator

## Level 3

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<b>Position Number:</b>	Generic	<b>FTE:</b>	1.0
<b>Division</b>	Organisational Services	<b>Agreement/Award:</b>	Government Officers' Salaries, Allowances and Conditions Award 1989, Public Sector CSA Agreement 2024 or as replaced
<b>Branch:</b>	Student Administration		
<b>Location:</b>	Various – Primarily Thornlie and Rockingham		

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### Reporting Relationships

Position title and level this position reports to:  
Student Administration Team Leader, Level 5.

*Other officers reporting to the above office:*  
Nil

*This Office – officers under direct responsibility:*  
Student Administration Officer L2 x 12.

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### Key Role Statement

The Student Administration Team Coordinator will be responsible for coordinating all administrative functions relating to course delivery for Apprentices and Trainees pre and post enrolment, across South Metropolitan TAFE's campuses. The team is responsible for high quality customer service from to students and Employers and support enrolments in conjunction with the Client Service teams.

### Key Responsibilities

- Overseeing the Apprentice and Trainee student life cycle.
  - Working in a consultative manner with Program Managers, Head of Programs and lecturers as required to ensure administrative functions (Availabilities) and data entry is carried out in line to support enrolment readiness.
  - Responsible for monitoring the team's performance through planning, prioritising and delegating work tasks to ensure proper functioning of the team
  - Coordinate the deployment of the Student Administration Officers including work rosters, staff leave, timesheets, recruitment and induction of new staff and training
  - In consultation with the Manager Student Administration establish and maintain policies, procedures and work instructions to provide a high standard of customer service
  - May be required to support other Student Administration Team Coordinators at different locations as directed
  - Acts with the highest standard of honesty and integrity demonstrating behaviour and decision-making in line with the Public Sector Code of Ethics, SM TAFE Values, and the Staff Code of Conduct.
  - Takes all reasonable care for the safety, health and wellbeing of self and others by adhering to all applicable work health and safety legislation, policies, and procedures.
  - Demonstrates the behaviours detailed in the Public Sector Commission's - Leadership Expectations.
  - Undertake other duties as directed
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### Leadership Context

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted the Public Sector Commission's - [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is [Leading Others](#).

**Selection Criteria**

**Essential**

- Experience in dealing confidently and courteously with people at all levels, and a commitment to providing a high level of customer care in an administrative role.
- Stakeholder Management: Ability to respond to internal and external client needs promptly and to follow through on inquiries, request and complaints in a timely manner.
- Ability to coordinate teams and to work with minimal supervision to achieve desired outcomes
- Well-developed time management and organisational skills with the ability to manage a high volume of tasks with competing priorities within strict deadlines
- Computer and Systems Skills: Ability to use all MS Office applications proficiently and knowledge of information management systems, knowledge of SMS and CELCAT is highly advantageous.

**Other Requirements**

- A current Working with Children Check
- A Department of Education Nationally Coordinated Criminal History Check
- May be required to work from any College campus
- Commitment to ensuring the skills and behaviours of the Public Sector Capabilities Framework (PSCF) are demonstrated in undertaking this position.

**CERTIFICATION**

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

Business Unit Manager		Director People and Culture	
Name:		Name:	Bryce Doig
Signature:		Signature:	
Date:		Date:	15 January 2026
Last Reviewed			