

# Administrative Officer – VET Delivered to Secondary Schools (VDSS)

## HEP Level 5

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| <b>POSITION NUMBER</b>                          | 950390   |
| <b>ORGANISATIONAL UNIT</b>                      | Systems and Processes  |
| <b>POSITION REPORTS TO</b>                      | VDSS Program Coordinator (VET Delivered to Secondary Schools)  |
| <b>OVERALL PURPOSE</b>                          | The overall purpose of the Administrative Officer – VET Delivered to Secondary Schools (VDSS) is to provide support to the VDSS program area..   |
| <b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b> | <p><b>Within the University the position:</b></p> <ul style="list-style-type: none"> <li>◆ works closely with the teaching department administration teams</li> <li>◆ works with all relevant teaching departments within the TAFE as well as relevant service areas within the University</li> </ul> <p><b>Outside the University the position liaises with:</b></p> <ul style="list-style-type: none"> <li>◆ Secondary Schools, Local Learning and Employment Networks (LLEN), Cluster Networks</li> </ul> |
| <b>LOCATION/CAMPUS</b>                          | The position is currently located at the Sunshine Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.  |

### KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

**Deliver** – Excellence Results-driven, accountability, problem solving focus.

**Engage** – Customer service mind-set internally, externally and particularly for students.

**Collaborate and Partner** – Build successful relationships, communicate effectively, influence and negotiate.

**Innovate** – Entrepreneurship, growth, continuous improvement, digital transformation.

**Lead** – Inspire direction, lead change, manage and develop people.

## OUR ORGANISATION

Victoria University has a bold and ambitious new vision and a seven-year strategic plan characterised by five strategic drivers. Victoria University's [Strategic Plan 2022-2028, Start Well, finish brilliantly](#), also commits the University to the bold ambition to be a global leader in dual sector learning and research by 2028.

VU has innovated a new pedagogic and curriculum approach: the VU Block Model. This, along with the VU First Year College, has been one of the leading learning and teaching innovations in the Australian tertiary education sector over the past decade. Our embedded VU Polytechnic is a leading TAFE provider, renowned for its industry collaboration and its digital innovation in delivery. As a result, Doing Dual Differently is one of our five core drivers and points of uniqueness.

At Victoria University, our research is focused on the development and sustained application of ethical knowledge in all its forms, done in partnership and collaboration, to address the challenges of people, places and planet. In 2022, VU launched its [Research and Impact Plan 2023-2028](#) and is one of the top ten sports science universities in the world with more recent, yet equally profound, achievements in health sciences; immunology; green engineering; the circular economy; and First Nations.

## STRATEGIC DRIVERS

To achieve our vision, we have identified five Strategic Drivers, with a high-level objective, and the goals to get us to our 2028 target. Our vision is big and ambitious. It is also achievable.

1. Doing Dual Differently
2. Partnering with Principle
3. Maximising Research with Impact
4. Protecting Country
5. A Thriving Place to Study and Work

## VISION

To be a global leader in dual sector learning and research by 2028.

## PURPOSE

Victoria University emboldens its people to design their future and has a deep commitment to Protecting Country.

## ORGANISATIONAL UNIT

Victoria University TAFE is the vocational education (TAFE) division of Victoria University which offers job ready qualifications, upskilling and reskilling for existing workers, pathways to further studies, workforce development and exposure to real-life work skills. VU TAFE offers nationally accredited qualifications from Certificate I – IV, Diploma and Advanced Diploma as well as Higher Education Diplomas and Foundation Programs, short courses and professional development for a diverse range of vocational fields. The TAFE offers English Language programs, and VET programs for secondary school students.

VU TAFE has 12,000+ students annually and consists of four educational colleges:

- ◆ College of Education, Skills and Jobs
- ◆ College of Health and Community
- ◆ College of Trades, Technology & Hospitality
- ◆ College of Pathways and Dual Sector Operations

It also includes some professional and administrative services to support the delivery areas. VU TAFE hosts Wyndham Tech School which connects secondary school students to digital technologies and STEM immersion.

In line with VU's Strategic Drives, especially Doing Dual Differently and Partnering with Principles, VU TAFE works very closely with industry partners, few of whom are co-located on our campuses that assist in enhancing student industry experience.

The success of VU TAFE is based on the high quality of our delivery, core values and our people.

Note: This position sits in the College of Trades, Technology & Hospitality

## MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide organisational and administrative support the VET Delivered to Secondary Schools Operations team including responding on their behalf to various requests and undertaking specific information gathering activities to ensure that their administrative needs are met.
- ◆ Collate information and circulate papers, ensuring that mailing lists are accurate and up to date, as well as attend and support College events as required.
- ◆ Ensure efficient and courteous reception of visitors and students, dealing with internal and external telephone calls and direct enquiries to promote effective channels of communication.
- ◆ Liaise effectively with organisational units and staff beyond the immediate unit to gather information, stay informed and contribute to the requirements of the organisational unit.
- ◆ Provide factual and accurate information, as appropriate to internal and external stakeholders regarding the area of operation.
- ◆ Ensure attendance is completed correctly and disseminated to secondary schools on a daily basis.
- ◆ Ensure Duty of Care responsibilities are adhered to and maintained across the VDSS program
- ◆ Perform a range of clerical tasks including preparing and updating documents as required and maintain student information in student management system.
- ◆ Contribute to the review, development and maintenance of administrative procedures, systems and supplies in relation to the overall organisational and administrative functions to ensure an efficient and effective service is provided at all times.

## TYPICAL/MAJOR CHALLENGES

- ◆ Display initiative and exercise judgement in the provision of high level administrative services to support the achievement of College/portfolio goals.
- ◆ Prioritise tasks/enquiries and refer more unusual or complex matters to the VDSS Program Coordinator in the first instance advice/resolution.
- ◆ Monitor and contribute to the development/review of work area policies and procedures.
- ◆ Operates within the University policies, procedures and guidelines.
- ◆ Works collaboratively with others to ensure consistency of advice and solutions.
- ◆ Resolve problems that may arise within the scope of the position.

## LEVEL OF SUPERVISION

- ◆ Operates under routine supervision/general direction from VDSS Program Coordinator, and may be required to supervise other administrative, technical and/or professional staff.

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ An understanding of the VDSS administration requirements.
- ◆ Knowledge of University operations, governance and decision making processes, including quality assurance policies and procedures and other relevant legislative requirements
- ◆ Knowledge of systems related to VET Delivered to Secondary School programs
- ◆ An understanding of role related University/College policies and procedures and how they interact with other related functions.
- ◆ Knowledge and experience of MS Suite including Word, PowerPoint, Excel.
- ◆ Aptitude or ability to work with relevant University systems and databases.
- ◆ Awareness of quality assurance policies and procedures and other relevant legislative

## KEY SELECTION CRITERIA

### Essential

1. Knowledge or Training Equivalent to: Completion of a degree without subsequent relevant work experience; or completion of an associate diploma and at least 2 years subsequent relevant work experience; or completion of a post-trades certificate or advanced certificate and extensive relevant experience as a technician; or an equivalent combination of relevant experience and/or education/training.
2. A current E (Employee) Working with Children Check.
3. Demonstrated understanding of appropriate behaviours when dealing with young people regardless of their background or diversity of need.
4. Ability to demonstrate high level administrative, organisational and time management skills together with the ability to work independently.
5. Well-developed written and verbal communication skills, including the ability to maintain

confidentiality as required.

6. Well-developed interpersonal skills, including the ability to interact effectively with a diverse range of staff and students in a University environment in order to meet the position objectives
7. A high level of proficiency in all Microsoft Suite of applications, together with the skill base to quickly gain a working knowledge of any University based online systems including student management system, databases and spreadsheet software.
8. Demonstrated commitment and capacity to deliver quality client/customer service and the ability to exercise initiative, judgement and decision making.
9. Demonstrated ability to organise and prioritise workload in a busy/demanding environment and complete competing work tasks within specified timeframes.
10. Demonstrated ability to work cooperatively and effectively as part of a team, together with the capability to work alone/independently and meet the position objectives.
11. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.

**Desirable:**

1. Experience working in the VDSS space and/or with a School or RTO.