

Administrative officer

HEP Level 5

POSITION NUMBER	
ORGANISATIONAL UNIT	TAFE
POSITION REPORTS TO	Administration Manager, College of Health, Early Childhood and Community Services
OVERALL PURPOSE	The overall purpose of the Administrative Officer is to provide high level organisational and administrative support to vocational education programs. The incumbent will perform a range of administrative tasks and functions within the relevant program area, in an effective and efficient manner to ensure that high quality services are provided to clients at all times.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ works closely with the other staff within Administration and Governance ◆ works with all teaching areas in the College of Health, Early Childhood and Community Services. <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ potential students and industry clients
LOCATION/CAMPUS	The position is currently located at the Werribee 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 (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

ORGANISATIONAL UNIT

Victoria University (VU) TAFE is the vocational education 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. VU TAFE offers English Language programs, VET programs for secondary school students. The TAFE brings VU's vocational education offer together in specialist delivery areas, which include the College of Trades, Technology and Hospitality, the College of Health, Early Childhood and Community Services and the Centre of VU Transitions. 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. VU TAFE is a leader in digital innovation, with an award-winning blended learning model (LearnX Awards), expertly designed to equip learners with the technical skills and the thinking abilities needed to adapt and thrive in a modern work setting

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide high level organisational and administrative support to the program area to ensure all administrative matters related to the student lifecycle are managed effectively for a positive student experience.
- ◆ Establishment and maintenance of effective record keeping practices to ensure evidence is retained for audit purposes and as per VE Record Keeping Procedures
- ◆ Responsible for keeping up to date and staying informed of relevant legislative, quality and compliance changes affecting TAFE
- ◆ Timely processing and following up of admissions, withdrawals, results, completions, RPL & credit transfer, unit additions as well as other student related processes.
- ◆ Responsible for assisting in coordination of student surveys within the program area
- ◆ Assist program area in data and evidence gathering exercises for auditing and other purposes
- ◆ Resolve student issues in a timely manner, referring more complex matters to the Administration Manager.
- ◆ Contribute to the review, development and maintenance of administrative procedures and systems to promote continuous improvement
- ◆ Provide high quality customer service to internal and external stakeholders and visitors
- ◆ Provide factual and accurate information to internal and external stakeholders
- ◆ Liaise effectively with organisational units and staff beyond the immediate unit
- ◆ Access and maintain relevant internal and external databases and systems
- ◆ Responsible for completing work within University policies and procedures and within specified timelines

TYPICAL/MAJOR CHALLENGES

- ◆ Display initiative and exercise judgement in the provision of high level administrative services to support the achievement of VU TAFE goals.
- ◆ Prioritise tasks and refer more complex matters to an appropriate senior staff member for advice / resolution
- ◆ Monitor and contribute to the development / review of work area policies and procedures
- ◆ Works collaboratively with others to ensure consistency of advice and solutions
- ◆ Operates within University policies, procedures and guidelines.

LEVEL OF SUPERVISION

- ◆ Operates under routine supervision and general direction from the Administration Manager, Health, Early Childhood and Community Services and may be required to manage other administrative, technical and / or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ An understanding of University and TAFE policies and procedures and how they interact with other related functions.
- ◆ Knowledge and experience using a range of software applications
- ◆ Aptitude or ability to work with relevant University systems and databases
- ◆ Understanding of TAFE funding agreement compliance requirements
- ◆ Strong understanding of TAFE quality assurance policies and procedures and other relevant legislative requirements

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. Proficiency in all Microsoft Suite applications, including Microsoft Word, Excel and Outlook, together with the skill base to quickly gain a working knowledge of any University and external online systems.
5. Well developed verbal and written communication skills and the ability to maintain confidentiality.
6. Strong problem solving skills together with the ability to adapt to changing work practices and procedures and contribute to continuous improvement.
7. Well developed interpersonal skills including the ability to interact effectively with a range of staff and students in a University environment in order to meet the position objectives.
8. Demonstrated ability to work cooperatively and effectively as part of a team, together with the capability to work independently and meet the position objectives.
9. Demonstrated commitment and capacity to delivery quality client / customer service and the ability to exercise initiative, judgement and decision making.
10. Demonstrated ability to organise and prioritise workload in a busy / demanding environment and complete competing work tasks within specified timelines.
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. Knowledge of vocational education training products and experience in providing high level administrative support in all facets of the vocational education student lifecycle

2. Previous experience and knowledge of quality assurance policies and procedures and other relevant legislative and policy requirements applicable within the tertiary education sector.

Organisational Chart

