

## Position Description – Administration Officer (Maternity Relief)

<b>Organisation</b>	WEA Illawarra (RTO 90297)
<b>Hours of Work</b>	37.5 hours/week, Monday to Friday, rostered within the span of 7am and 9pm
<b>Employment Status</b>	Full-Time
<b>Employment Type</b>	Fixed Term (August 2024 – April 2025 with possible extension)
<b>Location</b>	Head Office – 50-58 Auburn Street Wollongong NSW, with possible travel across Illawarra, Shoalhaven and Southern Highlands areas
<b>Reporting Line</b>	Leader of Community College
<b>Industrial Instrument</b>	WEA Illawarra Enterprise Agreement 2019
<b>Classification</b>	Scheule B: General Staff, Level 4
<b>Total Remuneration Package</b>	\$60,613 per annum, plus Superannuation and leave loading
<b>Date of Approval</b>	July 2024

### WEA Illawarra Vision

Connected and thriving communities of lifelong learners.

### WEA Illawarra Purpose

Empowerment through learner-centred education and training.

### WEA Illawarra Values

**Integrity:** We assess our practices openly and honestly. We learn from our mistakes and meet our commitments. We value integrity: our actions match our words (we walk the talk), and our work contributes to a greater whole (our sum is greater than our parts).

**Inclusion:** We embrace the work necessary to create equity for all. We acknowledge painful histories, confront biases, change our policies and hold each other accountable.

**Collaboration:** We embrace working together in partnership with each other, students and a wide range of stakeholders. We value bringing together a spectrum of expertise, backgrounds and perspectives which fuels a culture of creativity and innovation.

**Innovation:** We do it the WEA Illawarra way. Our success – and much of the fun – lies in developing new ways of doing things.

### Key Objectives of the Position

The Administration Officer at WEA Illawarra:

- delivers outstanding customer service and administration support to current and prospective students of the Community College.
- provides efficient and responsive administration support to Community College staff, referring organisations and other external stakeholders in the learning community.
- works collaboratively with others in the organisation to facilitate quality learning experiences for Community College students, aligned with WEA Illawarra vision, purpose and values, and which meets the needs of students and the requirements of regulatory and funding bodies.

## Personal Attributes

- Excellent interpersonal skills, including ability to build relationships and communicate effectively with colleagues, students and their supporters and others outside the organisation.
- Highly organised with exceptional attention to detail, ability to manage time and workload effectively.
- Ability and desire to work collaboratively with others as well as work independently.
- Enthusiasm, adaptability, flexibility, reliability and ability to use initiative.
- Emotional resilience and ability to foster positive attitudes in an environment of continuous change.
- Respect for diversity with inclusive and culturally safe practice.
- Ability to exercise sensitivity and discretion and professionally manage self and relationships with others.

## Key Responsibilities

### Customer Service and General Administration

- Provide quality customer service in a timely and responsive manner to current and prospective students, visitors, contractors, community members and staff of the Community College.
- Manage reception functions including telephone, face-to-face and online inquiries, making of appointments, distributing messages, meeting and greeting of students and Community College visitors.
- Provide general office support, including (but not limited to) managing room and company vehicle bookings, meeting and training room set up with equipment and training resources, organising catering, ordering stationery and office supplies, implementing end of day security procedures, processing incoming and outgoing mail, managing company records according to policies and procedures.
- Use computer-based desktop publishing/graphic design programs and other technology or equipment to design, layout, print, duplicate and bind Community College publications, marketing materials, resources, learning materials, newsletters, forms, social media or website content and updates and other documents as requested by Community College staff.
- Provide administrative support with organising and promoting social and marketing events and attending events when required.
- Support WHS processes and facilities maintenance by arranging quotes and booking contractors for maintenance services as required.
- Collaborate with organisation teams to streamline administrative processes, enhance operational efficiency, solve problems and continuously improve systems and services.

### RTO Systems and Administrative Compliance

- Collaborate with Leader of Community College, VET Trainers and Leisure Skills Tutors to ensure optimal student experience from inquiry through to enrolment and education or training completion and work with other staff to respond to student concerns and feedback.
- Answer enquiries regarding Work Skills and Leisure Skills programs, subsidised course fee eligibility and enrolment requirements, accredited and non-accredited training course offerings, enrolment processes, fee payment, and other administration processes.
- Efficient and accurate data entry, to ensure creation and maintenance of student records in electronic student management systems, ensuring AVETMISS, government funding contract compliance for data collection and reporting, and other Vocational and Education Training (VET) regulatory requirements are met.

- Maintain accuracy and currency of student training records from enrolment through to issuing of certification, including scanning evidence, and archiving records in accordance with records management procedures.
- Assist Trainers with the organisation of learning resources, dissemination of course information, scheduling and coordination for courses (both onsite and offsite), administration to support students undertaking workplace-based traineeships, and implementation of quality assurance processes and gathering learner feedback.
- Under the direction of the Leader of Community College, assist with the preparation and submission of electronic reporting to meet funding contract requirements and enable funding claims, analyse and address data reporting errors, and meet all other contract and compliance requirements.

### **Collaboration**

- Collaborate with other staff members to ensure that the organisation's programs and services are effectively delivered.
- Meet regularly with Team Leader and other team members to plan for program commencements, to provide and receive feedback on progress and completion of programs.
- Attend and take minutes for staff and trainer meetings, attend other meetings and/or workshops with Community Colleges Australia and government departments that are relevant to role.

### **Program Evaluation**

- Collect and collate student feedback, providing feedback reports to management.
- Participate in program evaluation activities in collaboration with management, administration, and training staff to work on continuous improvement of programs.
- Participate in validation meetings with Trainers as requested to provide administration support.

### **General Responsibilities**

- Be an innovative self-starter who willingly participates in growth, development and self-evaluation processes, continuing to develop personally and in your professional practice, to meet the changing needs of your position, career and industry.
- Abide by and work in accordance with all legislative requirements, guidelines and policies and procedures of WEA Illawarra.
- Undertake other administration responsibilities as directed by the Leadership Team and in accordance with skills and experience to support whole of organisation operations.

## **Selection Criteria – Education and Experience**

### **Essential**

- Minimum Certificate IV level qualification in Business Administration, or combination of other relevant qualification, training and experience deemed equivalent.
- Minimum three years' experience working in an administration position including customer service, reception and data management responsibilities, preferably in a Registered Training Organisation.

### **Desirable**

- Certificate IV in Training and Assessment or willingness to undertake some study towards this.
- Current First Aid qualification or willingness to obtain.

## **Selection Criteria – Knowledge and Skills**

### **Essential**

- Demonstrated ability to communicate effectively and in culturally sensitive ways (verbally and in writing) with colleagues and individuals and groups of all ages and from diverse backgrounds.

- Advanced competency in Microsoft Office 365 suite, use of technology and devices for administration and education purposes, electronic student management systems/databases (preferably VETtrak), desktop publishing and/or graphic design programs (eg, Publisher, Canva, Adobe Acrobat, InDesign, Photoshop).
- Understanding of the needs of communities experiencing disadvantage and social or economic participation challenges (such as First Nations, culturally and linguistically diverse communities or people with disabilities) with ability to provide customer service with compassion and without judgement.
- Demonstrated ability to follow procedures, follow through tasks to completion in a timely manner, maintaining accuracy and a high level of attention to detail.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting emotional resilience and self-care strategies.

#### **Desirable**

- Understanding of the NSW Adult and Community Education (ACE) program, NSW Smart and Skilled funding and other government contract requirements, Standards for Registered Training Organisations and other VET regulatory requirements.

#### **Selection Criteria – Other**

##### **Work Rights in Australia**

- You will be required to provide evidence of your ability to work in Australia. This will be in the form of an Australian Birth Certificate, Valid Passport or an Australian Citizenship Certificate.

##### **Working With Children Check and National Police Check**

- This position is designated as child-related employment. You will be required to provide a valid and current NSW Working With Children Check (WWCC) clearance for paid employment.
- The successful applicant may be required to undergo a National Police Check prior to commencement of employment.

#### **Use of Private Motor Vehicle**

You may be required to use your private motor vehicle for the purpose of carrying out the responsibilities of your position. On these occasions, WEA Illawarra will pay a motor vehicle allowance on a per kilometre basis, according to WEA Illawarra's Policies and Procedures.

Evidence of your unrestricted driver's licence, the current registration of your private motor vehicle, CTP Green Slip insurance and Comprehensive Motor Vehicle Insurance must be provided prior to using your private motor vehicle for work purposes.

#### **Inherent Requirements**

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

It is a requirement that you advise WEA Illawarra if you have any injuries, illness, disorder, impairment, condition or incapacity which could be aggravated by the type of employment for which you are applying. The existence of a pre-existing condition will not preclude you from employment unless you are

unable to perform the Inherent Requirements of the position. We encourage you to discuss this with WEA Illawarra to assist in the process of identifying any reasonable adjustments which could be made to enable you to perform the duties of the position. WEA Illawarra wants to place you in the best situation to use your skills effectively in the position.

Following is a table which outlines the main physical and psychological Inherent Requirements of the position.

<b>Element</b>	<b>Key Activity</b>	<b>Frequency</b>
<b>Work Environment</b>	<ul style="list-style-type: none"> <li>Manage demanding and changing workloads and competing priorities</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>Work in a team environment with people from differing professional backgrounds</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>Work independently, manage time effectively and respond flexibly to meet requirements of the position</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>Take direction from Team Leader and Leadership Team members</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>Work in different geographic locations and unstructured environments</li> </ul>	Occasionally
	<ul style="list-style-type: none"> <li>Work within the span of hours from 7:00am – 9:00pm</li> </ul>	As required
	<ul style="list-style-type: none"> <li>Work extended hours in response to need, scheduled project activities or emergent situations</li> </ul>	Occasionally
	<ul style="list-style-type: none"> <li>Work in an open plan office environment with distractions and noise</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>Sit at desk and use a computer or sit in meetings for extended periods</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>Use a variety of body postures including reaching overhead or forward, bending of back, rotating of neck, lifting and carrying equipment or resources over short distances</li> </ul>	Daily
<b>People Contact</b>	<ul style="list-style-type: none"> <li>Work with students who have been impacted by trauma, may have a mental health, substance use or behavioural disorder, learning difficulties, are neurodivergent or who may have another physical, sensory, cognitive, or social-emotional disability</li> </ul>	Regularly
	<ul style="list-style-type: none"> <li>Be exposed to information regarding student personal history and experiences that could be emotionally distressing, requiring you to respond effectively and manage your own emotional resilience</li> </ul>	Regularly
	<ul style="list-style-type: none"> <li>Participate with colleagues and team leaders in the giving and receiving of feedback for the purpose of improving skills and professional practice</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>Undertake performance planning, training, and professional development activities</li> </ul>	Regularly
<b>Administrative Tasks</b>	<ul style="list-style-type: none"> <li>Undertake administrative tasks which may include the following: computer work, making telephone calls, filing, and updating student records, organising, and participating in face-to-face and online meetings and concentrating for long periods of time</li> </ul>	Daily

	<ul style="list-style-type: none"> <li>• Use technology, including photocopier, printer, telephones, laptops, iPads, data projector, speakers, online learning platforms</li> </ul>	Daily
<b>Transport</b>	<ul style="list-style-type: none"> <li>• Use public transport, including trains and buses</li> </ul>	Occasionally
	<ul style="list-style-type: none"> <li>• Drive vehicle privately owned or company vehicle over short and long distance and in all traffic and weather conditions</li> </ul>	Occasionally

**Work Health and Safety**

WEA Illawarra is committed to providing a safe and healthy workplace for its workers, students, and visitors. All members of the WEA Illawarra have a collective and individual responsibility to work safely and be engaged in activities to help prevent injury and illness.

In addition to the major accountabilities and responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction given by WEA Illawarra.
- When and if required identify, assess, and eliminate risk or reduce risk within the Colleges places of work.
- Report, record and follow-up on all reported hazards accurately and in a timely manner. Ensure hazards are effectively controlled.
- Demonstrate a commitment to continuous Health and Safety improvements.