

Human Resources

Position Description



Position Title:	Administration Officer: Training Services
Accountable To:	Administration Team Leader (RTO)
Location:	South Australia or Western Australia
Hours:	Full time

Position Overview

The Administration Officer: Training Services is responsible for ensuring high quality operational and administration support to the service delivery staff and the RTO across all contract regions. Key features of this role include preparing and supporting each delivery through facilitating bookings, scheduling, collating resources and undertaking the required reporting on data bases. The Administration Officer: Training Services will also liaise with key stakeholders in contract regions providing exceptional customer support services to Participants in training and referring agencies.

Personal Attributes

You will be a person-centered, engaging and empathetic individual, highly skilled in interpersonal communication, social interaction and active listening. You will have excellent organisational skills, accurate record keeping, exceptional time management and advanced digital and written skills. You will enjoy a challenge and demonstrate initiative and creativity; you will have a belief in and commitment to the pursuit of excellence. The ability to prioritise work, meet deadlines and work under pressure is essential. You will be able to work collaboratively within and across teams and demonstrate high levels of honesty and integrity in delivering high quality customer service and administration services.

Responsibilities:

The Administration Officer: Training Services is responsible for:

- Following standard operating procedures in accordance with the Organisation's requirements and standards
- Processing referrals and bookings to training programs and booking appointments accurately, within timeframes
- Facilitating the resolution of any issues that arise from referrals to any training programs or enrolments in training
- Appropriately facilitating calls to and from Participants in training about their attendance, communicating this information to staff and support agencies as per standard operating procedure
- Monitoring client attendance and progress against individual training plans and reporting as required
- Interacting with key contacts and staff from referring agencies, external stakeholders and government departments, providing accurate, supportive information regarding participation and engagement in training
- Maintaining and coordinating necessary training program resources
- Providing direct customer service to eLearning online learners by taking them through initial induction processes
- Conducting online and face to face information sessions directly to Participants and referring agencies
- Facilitating Eighty9 Limited new staff inductions for program offers and referral processes monthly via Teams
- Liaising with industry to negotiate and secure work placements, ensuring contracts, clearances and required documentation are completed and maintained
- Completing administration reporting and data entry functions across applicable systems accurately within required timeframes
- Processing Participant competencies and producing statements of attainment and certificates accurately and within required RTO timeframes
- Ensuring accurate data entry to support claiming of funding for training and financial reconciliation of funds
- Creating and issuing invoices for fee for service training and assessment services
- Auditing client records on a routine basis for quality control and any compliance audits
- Ensuring daily activities remain in accordance with the requirements of the RTO standards, funded contract guidelines and ISO 9001
- Understanding and supporting RTO operational targets and contract key performance targets
- Liaising appropriately with colleagues and managers regarding Participant or administration issues
- Providing reception relief and support as required
- Undertaking marketing activities as directed and attending stakeholder meetings as required
- Undertaking any other duties as directed by RTO Managers.

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Quality Standards, Regulations and Responsibilities:

The Administration Officer: Training Services is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- The government authority contractual requirements and specifications
- The government authority Code of Practice and Service Provider Instructions
- The government authority complaints procedures
- The VET Quality Framework
- ISO:9001 Quality Management System
- ISO/IEC 27001: 2023 Information Security Management System
- Relevant Commonwealth and State Legislation
- The Organisations Work Health and Safety System
- Work Health and Safety Acts

Qualifications:

- Relevant experience in the Training Services sector in an administrative role is desirable.

Key Skills/Attributes:

- Demonstrated ability to provide quality administration and clerical services
- Demonstrated ability to provide outstanding customer service, both on the phone and face to face
- An awareness of the barriers facing disadvantaged people, and the ability to communicate effectively with Participants from a variety of backgrounds
- Excellent organisational skills
- High level of communication, interpersonal and negotiation skills
- An awareness of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Workplace Health and Safety, Privacy and Freedom of Information, Child Safe Environments, VET Framework Legislation
- Excellent computer skills – Microsoft suite, Internet & email.

Desirable Skills/Attributes:

- Experience working with government contacts whilst having and understanding of associated guidelines.

Additional Factors:

- Driver's Licence essential.
- This position may require occasional attendance at meetings or training outside normal business hours
- National Police Clearance prior to employment
- Working with Children Check
- Completed COVID-19 vaccination schedule

Selection Criteria

- Experience in an administration and clerical role in the Human Services field.
- Developed communication and interpersonal skills with the ability to engage job seekers, and to present the organisation as a highly professional organisation to its business partners and the general public
- Proven ability to work as part of a dynamic, outcome focussed team.