

Human Resources

Position Description



Position Title:	Administration Team Leader: Training Services
Accountable To:	RTO Manager: Compliance and Quality
Location:	South Australia or Western Australia
Hours:	Full time

Position Overview

The Administration Team Leader: Training Service plays a vital role in overseeing and supporting the Registered Training Organisation (RTO) Administration Team, ensuring the delivery of high-quality administrative services. This position requires a strong understanding of RTO operations, exceptional administrative expertise, and a compliance-driven approach.

Responsible for coordinating and managing daily administrative activities across multiple sites, the Administration Team Leader: Training Services ensures efficiency, accuracy, and compliance with regulatory and organisational standards. Key responsibilities include leading and mentoring staff in Participant engagement, records management, and stakeholder communication while overseeing financial claiming, compliance monitoring, and reporting on operational activities. This role also drives continuous improvement in administrative processes to enhance overall service delivery.

Personal Attributes

You will be a mature-minded professional with strong interpersonal and communication skills, capable of liaising with a diverse range of stakeholders. Exceptional organisational abilities and a solutions-focused mindset are essential to ensuring smooth and efficient operations. You will have proven leadership skills, with the ability to mentor, motivate, and support a team while demonstrating high attention to detail and a compliance-driven approach.

Flexibility and adaptability are key in this role, requiring a proactive, can-do attitude. You will have the ability to manage multiple priorities, work collaboratively across teams, and drive operational excellence and interpret complex government contracts, applying them within the context of RTO.

Responsibilities:

The Administration Team Leader is responsible for:

People:

- Leading, directing and supporting Administration Officers and Customer Service Officers to provide administrative services required by the RTO, ensuring effective and compliant outcomes
- Ensuring Administration Officers are effective in achieving performance KPI's
- With the assistance of the Human Resource (HR) & Quality Assurance (QA) staff, interview, recruit and induct new training personnel, as required
- With the assistance of the HR & QA staff, undertake staff probation and performance management reviews
- Coordinating administrative support activity for upcoming program delivery
- Ensuring adequate human resources are available during periods of leave and unexpected absence
- Conducting team meetings and professional development as required
- Supporting Customer Service Officers to maintain delivery site supplies
- Participating in professional development and training as required
- Liaising appropriately with colleagues and managers regarding Participant or administration issues
- Collaborating with Team Leaders: SEE to ensure quality administrative support for the Skills for Employment and Education (SEE) program
- Collaborating with the Vocational Education Training Manager to provide excellent administrative support to VET programs.

Performance:

- Maximising performance by fully understanding contractual requirements and performance targets set by the RTO and Government authority

Human Resources

Position Description



- With the RTO Management team and administration officers, develop strategies and action plans to rectify any gaps in performance and service delivery
- Monitoring referral activity to training programs and reporting to relevant stakeholders
- Overseeing daily administrative operational activity across multiple sites
- Ensuring work placement activity is structured in accordance with program requirements
- Monitoring RTO and contractual requirements through systematic reporting and analysis
- Provision of reports and data to support operational requirements.

Profit:

- Supporting the reporting and administration for State Subsidised and fee for service training activity
- Overseeing the accurate completion of weekly and monthly data entry activity that results in financial claims
- Reconciling weekly and monthly financial claims activity and reporting outcomes to management
- Overseeing fee for service invoicing through administration officers
- Analysing claims activity to maximise income in each claiming period.

Quality:

- Ensure contractual compliance is in accordance with the Government authorities' requirements, ISO 9001 and the Australian Privacy Principles
- Conduct service delivery and administrative activities consistent with contractual and legislative requirements, RTO Standards and Organisational process and procedures
- With the assistance of HR and QA staff, ensure that the Organisations Quality Management System is implemented and adhered to, satisfying internal and external auditing requirements
- Ensure all relevant documentation and administration is stored securely to adhere to relevant legislation
- Coordinating and undertaking audit and quality assurance activity to ensure systematic review, quality outcomes and continuous improvement of the RTO

Quality Standards, Regulations and Responsibilities:

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

- The Organisation's Policies and Procedures
- The VET Quality Framework
- Government Authority Contractual requirements
- ISO 9001
- ISO 27001
- Relevant legal, professional and ethical obligations
- The Organisations Work Health and Safety System
- Work Health and Safety Acts

Qualifications:

- Qualifications in administration or leadership highly desirable

Key Skills/Attributes required to fulfilling position:

- Demonstrated ability to provide quality administration and clerical leadership
- Ability to interpret The VET Quality Framework and government contracts
- Excellent organisational skills
- Advanced communication, interpersonal and negotiation skills
- Strong positive problem solving and conflict resolution skills
- High level of business acumen
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Occupational Health and Safety, Privacy and Freedom of Information
- Advanced computer skills

Desirable Skills/Attributes:

- Relevant experience in an RTO in an administrative role is desirable
- Experience working with government contacts whilst having and understanding of associated guidelines
- Previous experience in a leadership role is desirable

Human Resources

Position Description



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

Selection Criteria

- Ability to adapt to changing circumstances, new systems, and evolving compliance requirements while maintaining a professional and solutions-oriented mindset
- Proficiency in administrative systems, data management, and Microsoft Office Suite, with the ability to learn and implement new technologies and platforms as required
- Demonstrated experience in leading, mentoring, and motivating an administrative team, with the ability to foster a positive and high-performing work environment.