

Administration Officer – Skills for Education and Employment

Division:	Community Education
Award and Classification:	Educational Services (Post-Secondary Education) Award 2010 General Staff Level 4

Position Objective:

To ensure the efficient and effective functioning of commUnity+ through the provision of high-quality customer service to clients and community members in addition to the provision of administrative support to the Education Team.

The Administration Officer – Skills for Education and Employment (SEE) is part of the Education Administration Team who are responsible for customer service, office coordination, client data management and compliance for the Education Program. This position is responsible for ensuring the administration requirements associated in our Education Programs deliver quality services and meet all areas of administration compliance. This position will also ensure all data is entered accurately as per the funding requirement.

Part A: Organisation

Organisation, Vision, Purpose and Values

Our Organisation:

commUnity+ is a multidisciplinary organisation located in Melbourne's western suburbs, delivering a range of prevention and early intervention programs focused on informing and engaging with our community. This is achieved via Adult Education, Legal Services (Brimbank Melton Community Legal Centre), our Neighbourhood House, and Children's Contact Services, as well as a range of community and individual development activities.

Established in 1982, commUnity+ has grown from a residents' action group in Deer Park, to a large community-based organisation that delivers programs from multiple locations in the West, North West and Inner Melbourne. Our Corporate Office is located in Deer Park.

commUnity+ is a company limited by guarantee and is a registered charity endorsed as a Deductible Gift Recipient with the Australian Charities and Not-for-profits Commission.

commUnity+ receives funding from local, state and Commonwealth government departments.

commUnity+ partners with private, community and government agencies to enhance our service delivery, including through allied services, and to increase access for our communities. Our services are pivotal to building social capital and the agency of people living in Melbourne's western suburbs.

Our Vision

Everyone in the West has a safe place where they feel they belong and live the life they choose.

Our Purpose

To support, strengthen and enable individuals and diverse communities in the West to flourish.

Our Values

Responsive	We will listen to our diverse communities, measure impacts and make informed decisions about the services we provide.
Empowering	We will respect the strength of our communities and collaborate to deliver holistic services.
Accountable	We will be responsible and self-reflective. We will acknowledge and celebrate achievements.
Collaborative	We work well together and as one team for our community.

Our Services

- Adult Education (RTO) accredited and non-accredited training across a range of Programs
- Legal Services (including Brimbank Melton Community Legal Centre)
- Family Services (including Children's Contact Service and other family support)
- Neighbourhood House
- Other community engagement and development projects and activities

Part B: Operational Context

Education Services

commUnity+ provides opportunities for eligible community members (including those facing disadvantage and social exclusion, and those in communities new to Australia) to access good quality adult education programs in a range of locations.

commUnity+ is a Registered Training Organisation (TOID #3755), Foundation Skills Approved Provider, and contracted provider of Victorian and Australian Federal Government subsidised training programs. The funding is reviewed periodically, and is not guaranteed to be renewed (either at the same level or at all) in subsequent periods.

For more information please visit <https://www.comm-unityplus.org.au/adult-education>

Part C: Position Specifications

Relationships		
Division	Community Education	
Programs	Skills for Education and Employment (SEE)	
Location	The Administration Officer – SEE will be required to frequent all commUnity+ education portfolio sites, as required, and has specific responsibility for programs delivered within St Albans, Deer Park, Keilor Downs, Broadmeadows and Craigieburn.	
Line Manager	Deputy Operations Manager – Community Education	
Supports	Community Education management and administration teams	
Internal Contacts	<ul style="list-style-type: none">Administration team.Teachers.	
External Contacts	Collaborating with the community education management and administration team, the Administration Officer – SEE will be required to liaise with several external partners, including employment services providers, and Services Australia.	
Dimensions		
Staff / Volunteers Managed or Supervised	Direct	Collaboration required with senior management, administration, and teaching staff.
	Indirect	Presenters and volunteers, as required.

Key Accountabilities
A. Data entry B. Customer service C. Office administration support

Key Tasks

A. Data Entry

- Process program client enrolment, commencements, withdrawals, and completions data accurately in accordance with program guidelines.
- Maintain enrolment, Initial Assessment, and teaching and learning records in accordance with program guidelines and audit requirements and regularly report issues to the Operations Manager.
- Ensure program information is collected and maintained as required, and that it is accurately and appropriately filed for ease of retrieval.
- Provide data entry, general computing, keyboard and administrative and clerical services.
- Exercise initiative in identifying client data that is or appears incomplete or inaccurate.

B. Customer Service

- Provide timely, high quality customer service, information and referrals to clients, customers and stakeholders within our Education Programs.
- Monitor student attendance, follow up absences and liaise with clients to maximize client attendance.
- Respond to queries from Trainers, students and relevant stakeholders of the Education Program.
- Ensure all relevant fees are collected from students in consultation with finance staff (if applicable).

C. Office Administration Support

- Update the Client Training Plan with changes according to student availability and progress assessments, where required.
- Perform other administrative, office support or customer service tasks as required to backfill other staff including Reception.
- Comply with Education Program contractual requirements as per the programs' guidelines.
- Perform other duties as directed in keeping with the role.

Part D: Person Specification

Key Selection Criteria	
Essential	<ul style="list-style-type: none"> Demonstrated relevant experience in office administration, data entry, information technology, applying procedures, using systems, and providing good customer service. Demonstrated understanding of relevant compliance, guidelines, and standards, including the Australian Quality Training Framework and Guidelines for VET Providers. Exceptional written and verbal communication skills with the ability to build relationships with diverse communities, and stakeholders and foster team collaboration. Highly developed computer literacy skills including proficiency with MS Word, Outlook, Publisher, Power-Point, Microsoft Teams, Access & Excel to create own correspondence and documents, and knowledge of client management software systems. Proven ability to independently manage time, plan and prioritise, to meet agreed deadlines in a complex environment with competing demands. Demonstrated understanding of relevant compliance, guidelines, and standards, including the Australian Quality Training Framework and Guidelines for VET Providers. Demonstrated experience in office administration, particularly data processing. High level of professionalism, commitment, and interest in working with individuals from diverse and disadvantaged communities.
Desirable	<ul style="list-style-type: none"> Personal attributes including empathy, motivation, and passion.

Qualifications	
Essential:	<ul style="list-style-type: none"> Relevant qualifications or experience in office administration
Desirable:	<ul style="list-style-type: none"> None
Other Requirements	
Essential	<ul style="list-style-type: none"> Current Working with Children Check, and ongoing validity. Current Criminal Records Check, and ongoing validity. <p>Current valid Victorian Drivers Licence. The position will require travel to attend other commUnity+ sites from time to time.</p>



Desirable	<ul style="list-style-type: none">• Previous experience working for a Registered Training Organisation within the Skills First/SEE/ACFE/AMEP program• Previous experience working with aXcelerate Student Management System.
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Part E: Declaration

Declaration	
My position description has been explained in detail and I understand that this position description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, there maybe other reasonable duties within my skills and experience that I may be requested to undertake. I hereby accept the accountabilities and authority as outlined.	
Employee	Name Signature Date: / /
Manager	Name Signature Date: / /