

## POSITION DESCRIPTION

### Position details

<b>Position Title:</b>	Program Courier
<b>Program Area:</b>	VET
<b>Classification Level:</b>	General Staff, Educational Services (Post-Secondary Education) Award 2020 Level 1
<b>Position Status:</b>	Part Time Fixed Term
<b>EFT:</b>	0.6
<b>Version:</b>	1
<b>Date of Preparation:</b> (this version)	24/07/2020

### Signatories and endorsements

<b>Supervisor Title:</b>	Program Leader – Training Contracts & VET
<b>Supervisor Signature:</b>	
<b>Manager Title:</b>	General Manager – Programs and Sport North East
<b>Manager Signature:</b>	
<b>Incumbent Name:</b>	
<b>Incumbent Signature:</b>	

The Centre encourages all people of diverse backgrounds to apply to join its team including but not limited to Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD), Sex, sexuality and gender diverse (LGBTQIA+) community and those living with a disability.

### Position summary

The purpose of this position is to provide support to the VET teams with delivery and collection of enrolment, assessment and training resources to learners and stakeholders of The Centre. This position will be responsible for ensuring timely delivery and collection of document bundles to predetermined recipients on specific routes, and for reviewing and checking all required documentation is provided, for example obtaining and checking signatures on enrolment forms when picking up documentation from a learner.

### About The Centre

#### Our Vision

Vibrant communities that value learning

#### Our Purpose

The Centre works with local communities to empower individuals to unlock their potential through participation, connections, pathways and learning.

### Our values and behaviours

These values and behaviours guide us in how we do things at The Centre. Their purpose is to guide the Board, management, staff and our learners and clients as they interact with us and our communities.

#### **Respect**

We respect the right of all people to access opportunities to learn, grow and achieve the goals that are appropriate for them as an individual within their own circumstances.

#### **Integrity**

We value excellence and accountability in everything we do. We are committed to always being honest and trustworthy.

#### **Empathy**

We provide a safe environment that embraces diversity and equality. We value every person's potential and their right to take action to improve their lives.

#### **Growth through innovation**

We innovate and create to inspire our communities and individuals to achieve positive change. We are bold, relevant and open to change. We embrace formal and informal learning, and welcome every opportunity to develop wisdom, skills and knowledge.

For additional information relating to joining us and working at The Centre, please refer to Our Culture on our website.

### Organisational environment

The Centre for Continuing Education Inc is a Registered Training Organisation (RTO) providing vocational education and training, and other learning and education programs in communities throughout the Victorian Hume region, including both large and smaller regional locations. The Centre, a community-owned not-for-profit adult and community education college, was established over 55 years ago. It operates a unique blend of community building programs, learner engagement support and education programs for people with low educational attainment and multiple challenges through to people seeking entry into the workforce. The Centre also offers a range of community programs to build the capacity of and achieve beneficial outcomes for our communities throughout the Hume region. These are provided through Sport North East Regional Sports Assembly, and the Community Programs teams. This provides us with significant opportunities to support and work with people in the community to overcome barriers and challenges to enable them to fully participate socially and economically in our communities.

The Centre operates out of campuses in Wangaratta and Seymour, and through local partnerships throughout the Hume Region.

The Centre's program areas are:

1. Vocational Education and Training (V.E.T) North,
2. Southern Region Programs
3. Learner Engagement Team
4. Sport North East (Regional Sports Assembly)
5. Community Programs.

These program areas are supported by the Business Operations, and Quality and Compliance teams.

The Centre is a Child Safe organisation, committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives.

The Centre is committed to building and nurturing a workplace that is free from discrimination, victimisation and allows for equal opportunity, including employment of Aboriginal and Torres Strait Islander people.

### Reporting relationships

Reports to:	Program Leader – Training Contracts & VET
Supervises:	nil

**Contacts**

Internal relationships	VET teams
External relationships	Learners and industry stakeholders

The Centre operates through a collaborative, team-based structure.

**Resource delegation**

Budgeted purchasing delegation as per The Centre's Delegations Policy.

**Key responsibility areas (KRAs)****1. Role Specific**

- 1.1 Deliver and collect documentation bundles efficiently and in accordance with planned routes and delivery schedules provided by the learner administration team
- 1.2 Work with supervisor to plan daily routes and scheduling
- 1.3 Check documents and required signatures as indicated in delivery and collection instructions.

**2. General**

As a staff member of The Centre:

- 2.1 Contribute to The Centre's commitment to providing a child safe environment. This includes compliance with and support of The Centre's Child Safe Policy and related procedures, and Child Safe Code of Conduct.
- 2.2 Contribute to the process of continuous improvement, including new initiatives of The Centre.
- 2.3 Comply with the Code of Conduct and all policies and procedures of The Centre.
- 2.4 Comply with OH&S and Equal Employment Opportunity (EEO) requirements of The Centre.
- 2.5 Maintain excellence in customer service, a respectful and inclusive attitude to diversity, and commitment to continuous learning and improvement, to support The Centre's strategic growth and development.

*Note: The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.*

*Specific performance targets will be negotiated as part of The Centre's regular performance planning and review process.*

**Accountability and authority**

The incumbent will work within The Centre's policies, procedures, quality management processes and compliance requirements.

**Additional information**

A six month probationary period applies to this position.

The incumbent may be required to travel as part of completing the required duties of the role.

### Skills, knowledge and abilities

#### Required key selection criteria (these criteria only to be addressed in employment application)

1. Excellent driving history and ability to use Google maps
2. Ability to prioritise tasks, solve problems, work efficiently, and work under limited supervision
3. Demonstrated past experience in being reliable, punctual and accurate.

#### Other required skills and knowledge

1. Strong communication and interpersonal skills that include the ability to provide open and honest feedback in a respectful manner.
2. Demonstrated ability to work autonomously, and as part of a team to develop and achieve team goals and program outcomes.
3. Demonstrated initiative and ability to adapt to change, a positive can-do attitude and willingness to accept responsibility for decisions and actions.
4. Strong time management skills with the ability to multi-task and deliver to required timeframes while maintaining a high attention to detail.
5. Excellent verbal, written and interpersonal skills
6. Strong computer skills with experience using Microsoft Outlook, Word, Excel and databases.
7. Ability to exercise discretion and maintain confidentiality within legal constraints around this.

### Highly Desirable

Qualifications and Licences	Essential/Preferable
Current employee Victorian Working With Children Check Card (WWCC)	Essential
Satisfactory National Police Records Check	Essential
Current Australian Drivers Licence – full and unrestricted licence	Essential

### Salary and conditions

- Salary packaging is available
- Annual performance appraisal
- Based in Wangaratta