

POSITION DESCRIPTION

Position details

Position Title:	Enrolment and Administration Officer
Program Area:	General Staff, Educational Services (Post-Secondary Education) Award 2010
Classification Level:	Level 3
Position Status:	Full Time Ongoing
EFT:	1.0
Version:	V4.1
Date of Preparation: <i>(this version)</i>	07/12/2020

Signatories and endorsements

Supervisor Title:	LET Leader
Supervisor Signature:	
Manager Title:	VET Manager
Manager Signature:	
Incumbent Name:	
Incumbent Signature:	

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 Enrolment and Administration Officer will support The Centre in meeting its funding and contractual quality and compliance requirements and obligations regarding student enrolment and administration. This will involve conducting enrolment Interviews with potential students, data entry of enrolments, results and client information.

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:	Manager VET
Supervises:	Nil

Contacts

Internal relationships	All staff at The Centre;
External relationships	Project partners, referral agencies, and accreditation and funding bodies, and other Centre 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)

Role Specific

1. **Student Enrolment In accordance with The Centre's procedures and quality management processes:**
 - 1.1 Conduct pre-training review and processes with The Centre learners and complete course enrolment administration.
 - 1.2 Refer learner Credit Transfer and Recognition of Prior Learning enquiries/requests to Education and Training Department.
 - 1.3 Process enrolment documentation into The Centre's student administration system.
 - 1.4 Where required, liaise with learners and potential learners to follow-up gaps in enrolment information.
 - 1.5 Receive and complete course payments (including payment plans end-of-day banking).
 - 1.6 Conduct maintenance of enrolments in the student management system.
2. **Student Administration In accordance with The Centre's procedures, quality management processes and compliance requirements:**
 - 2.1 Make multiple copies of program documentation from master copies.
 - 2.2 Undertake administrative components of program set-up.
 - 2.3 Provide program administration for The Centre's funded, pre-accredited and fee-for-service programs (including entering and monitoring learner information in The Centre's student management system).
 - 2.4 Liaise with Education and Training staff, and follow-up gaps in program information as required.
 - 2.5 Maintain student records and archiving as per compliance requirements.
3. **Customer Service**
 - 3.1 Provide a quality 'first point of contact' for all external enquiries.
 - 3.2 Respond to more complex external enquiries.
 - 3.3 Provide administrative support, as directed, to The Centre management and staff.
4. **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 Demonstrated ability to deliver a high standard of service to internal and external customers in a busy customer service/administration environment.
- 2 Demonstrated experience working in roles that require a high level of attention to detail whilst maintaining a high level of accuracy
- 3 High level of computer skills with experience utilising databases, Microsoft Outlook, and Word.

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
Certificate III or higher in, education, quality auditing or business administration, or significant experience working with quality and compliance	Preferable
Current employee Victorian Working With Children Check Card (WWCC)	Essential
Satisfactory National Police Records Check	Essential
Current Australian Drivers Licence	Essential

Salary and conditions

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