

Position Title	Executive Support Officer
Portfolio	Education
Division	Education
Department/Cost Centre	Education - 05004
Classification	Specialist Staff Level 6.1
Position Number/s	102112
Reporting to	Executive Manager – Education
Supervises	Nil

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider.

South West TAFE is where practical skills meet real opportunity. With over 150 industry-aligned courses, we help people build the confidence and capability they need to step into their future — whether that's a new job, a career change or further study.

SWTAFE campuses are situated on the lands of the Gunditjmara, Kirrae Whurrong, Gulidjan peoples of the Eastern Marr nation, and the Tjap Wurrong and Bunganditj peoples. They are located throughout southwest Victoria in Warrnambool, Hamilton, Portland, Colac, Sherwood Park and a further delivery site at Glenormiston. They offer modern facilities, expert trainers and strong connections to local industry—so learning stays relevant, hands-on and flexible.

We're not just keeping up — we're staying ahead. And we're proud to be part of a region that's growing, evolving and inspiring change.

Division Overview

The Executive Management Team at South West TAFE is responsible for the strategic leadership and operational oversight of the Institute. The team drives innovation, quality, and compliance across all educational and support portfolios, ensuring alignment with government priorities, community needs, and industry expectations.

With a student first approach the team is committed to our vision of providing a lifetime of opportunity for all. We work in collaboration with industry, community partners and government stakeholders to establish exciting, innovative and collaborative projects that aim to meet the current and emerging employment needs of the region.

Position Overview (Your Opportunity)

As a member of the Executive Administration Team, the Executive Support Officer provides high-level executive support to the Executive Managers, ensuring efficient operations, strategic project support, and effective communication across internal and external stakeholders.

The position establishes and maintains positive working relationships with all employees within the organisation, Board members, stakeholders within other educational institutions, Office of TAFE Coordination and Delivery (OTCD), Victorian TAFE Association and members of the community.

As one of the first points of contact for the Executive Office, the position fulfils an important public relations and customer service function, providing a high level of customer service including up to date and relevant information on matters applicable to the Executive Team.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation.

These accountabilities include but are not limited to:

Your Position

- Coordinate the Executive Manager's diaries, correspondence and travel arrangements so the Executive Team remains unhindered by matters that can be attended to by other responsible staff
- Prepare correspondence, presentations and other documents on behalf of the members of the Executive Team
- Provide high level administrative and confidential executive support services to the Executive Team and leadership team including dealing with sensitive and confidential issues.
- Coordinate the preparation of agendas, minutes and action registers for meetings associated with the operation of the Executive Office including IET meetings and act as minute secretary for appropriate committees, Project Control Groups and working groups
- Coordinate and analyse the collection of general information, statistical data and develop appropriate reports to be provided to the Executive Management Team, internal working groups, government agencies and other relevant authorities necessary to meet reporting and funding obligations.
- Coordinate and monitor contractual reporting requirements within the Executive Manager's portfolios.
- Coordinate special events within the Executive Management Team Portfolios as required
- Provide project management administration expertise, systems administration and contract management support to ensure that operational and strategic objectives are met
- Support the Managers of the Executive Management Team in preparation of documents for project and reporting purposes
- Liaise with the marketing department to ensure that organisational activities are regularly and positively reported in the local and wider media as required.
- Establish and maintain effective working relationships with external clients at all levels, maintain and develop networks and liaise with government agencies, suppliers and contractors to meet the organisation's business requirements.
- Prepare and process invoices, requisitions and credit card statements as required for Finance
- Oversight and coordination of the operations of the SWTAFE Student Scholarship program, including promotion, shortlisting and selection of candidates, and financial acquittals
- Coordinate all requirements for the successful completion of the Annual Report, including the preparation and submission of the report to the Department of the Office of TAFE Coordination and Delivery (OTCD)
- Coordinate the organisation insurance requirements, liaise extensively with insurance companies, have sound knowledge of all policies and procedures, advise employees on obligations and responsibilities and co-ordinate and manage all claims.
- Support the broader Executive team when coverage is required.
- A proactive approach, and proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and to work concurrently on, and prioritise, multiple tasks and work schedules

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seeks appropriate assistance
- Keep up to date with relevant information and industry best practice
- Comply with internal policies and procedures including the Code of Conduct
- Commit to access and equity principles in carrying out work functions
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment
- Actively participate in the organisations Achievement Development Program (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Substantial (5+ years) at a senior administrative level
- Excellent organisation skills and the ability to establish and maintain effective office management systems and records.
- Demonstrated understanding of and ability to act with confidentiality, sensitivity and judgement in assessing, prioritising, and implementing actions on behalf of the members of the Executive Team.

- Demonstrated project management experience, including research and data collection, result analysis, and the production of professional visual communication concepts.
- Demonstrated ability to meet deadlines, achieve goals and to work concurrently on, and prioritise, multiple tasks and work schedules. Flexibility with working arrangements is essential.
- Advanced competency in the use of the Windows operating environment, including a sound operational knowledge of the MS Office and Adobe products, Internet based applications, and database (CRM) retrieval management software. The ability to research the Internet is required.
- Effective interpersonal, verbal and written communication skills, including the ability to deal effectively and efficiently with issues of a confidential nature as well as providing a high level of general and specific support and advice.
- Demonstrated skills to build strong client relationships with key industry stakeholders and the ability to interact effectively with a diverse range of people.

Qualifications and Requirements

Mandatory requirements

- A degree in business administration (or similar discipline) with relevant experience or lesser formal qualifications with substantial experience (5+ years) and expertise in an administrative or business environment may be considered
- Project Management and associated administration experience
- Employee Victorian Working with Children and satisfactory Police Check
- A current Driver's License

Highly desirable requirements

- Previous experience in an Executive Assistant role
- Experience in the Vocational Education & Training (VET) Industry and/or educational environment

Additional Information

- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2023
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager	Click here to enter text.	
Approved by	Department Executive Manager(s)	Click here to enter text.	Click here to enter a date.
P&C review	People and Culture		
Agreed by	Employee		