

Position Title	Skills and Jobs Centre Administrator
Portfolio	Student Experience
Division	Student Engagement & Support
Department/Cost Centre	Schools and Jobs Centre - 03320
Classification	Specialist Staff Level 3
Position Number/s	103118
Reporting to	Team Leader - Careers Practitioner
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 Gunditjmarra, 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 Student Engagement and Support Division consolidates the delivery of services to ensure a shared vision and overarching high levels of support across all front facing services within a cohesive structure, ensuring co-ordination across functions, processes and spaces.

As part of the Student Engagement and Support division, the Skills and Jobs Centre (SJC) provides a broad range of supports to SWTAFE students, the community, trainees and apprentices. The Division incorporates the SJC and all of the support services available within Student Central, SWTAFE's central student support centre, and at other campuses.

The SJC is a front facing service delivery point, for students, trainees and community clients, seeking information, advice and access to a range of education and career services and student supports. Guided by the Victorian Skill Authority this service connects with the public and plays a role in elevating the reputation of vocational pathways and training.

Position Overview (Your Opportunity)

The Skills and Jobs Centre Administrator coordinates the day-to-day operations of the school program areas of the Skills and Jobs Centre (as part of the Student Engagement & Support division). The position undertakes a range of administrative tasks associated with the implementation of commercial programs, pathway programs and promotional activities across all areas within the portfolio. They will be required to provide a high level of administration and will be required to work under general direction to meet the program deliverables. Communication with teaching managers, senior educators and teachers across all divisions is pivotal to the role.

As a key member of our team, you will be responsible for delivering exceptional customer service and administrative support. Your role will involve responding to enquiries and ensuring follow-through in line with service standards, referring clients appropriately to internal and external organisations, maintaining and updating client records, utilising internal systems and software tools for communication and reporting. Your role will include assisting with event coordination, supporting campus tours and promotional activities whilst prioritising tasks and managing time effectively. You will be required to engaging in continuous improvement while staying informed on industry best practices.

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

- Deliver high-quality customer service across all enquiry channels, providing accurate and timely, general information on courses, careers, and South West Skills and Jobs Centre co-hosted programs.
- Respond to enquiries professionally, ensuring follow-through and adherence to service standards.
- Maintain and update client records in CRM and other systems accurately and in line with compliance requirements.
- Provide general administrative support including data entry, reporting, document preparation, records management, and event coordination.
- Navigate internal systems (e.g. Student Management System) and use a range of software tools for communication, reporting, and social media.
- Refer clients appropriately within the organisation and community, ensuring a smooth handover and consistent support.
- Support promotional activities and campus tours, representing the South West Skills and Jobs Centre values and objectives.
- Assist the Team Leader – Careers Practitioner with administration and contribute to the implementation of the South West Skills and Jobs Centre workplan.
- Manage time effectively, prioritising tasks to meet deadlines and performance targets.
- Demonstrate initiative and independence, while seeking guidance when required.
- Engage in continuous improvement through clear communication, feedback, and staying informed of industry best practices.

Your Organisation

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

- Advanced competence in the use of the Windows operating environment, including a sound operational knowledge of MS Office products, Internet based applications and database management software. The ability to research the Internet is required
- Understanding of Training Packages within the VET sector.
- Ability to demonstrate a detailed approach to the preparation and general maintenance of files and records.
- Demonstrates an understanding of governance requirements in regards to Institute policy, procedures, business rules, HESG and Australian Skills Quality Authority (ASQA) guidelines.
- High level organisational and administrative skills, with a flexible and mature approach to work with the ability to use initiative, accept responsibility and function effectively with limited supervision.
- Proven ability to deliver professional reception support, greeting and engaging effectively with students, staff, and the wider community.

Qualifications and Requirements

Mandatory requirements

- Certificate IV in Business (Administration) or equivalent qualification (or willingness to undertake) or relevant business/industry experience
- Employee Victorian Working with Children and satisfactory Police Check
- A valid Driver's Licence

Highly desirable requirements

- Experience in Vocational Education & Training (VET) Industry working with apprentices or similar cohorts
- Substantial experience using Microsoft Office products and relevant industry software and programs

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		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Incumbent		