

Position Title	Teaching Administration Officer – Industry, Land and Food
Portfolio	Education
Division	Industry, Land and Food
Department/Cost Centre	Industry, Land and Food - 01850
Classification	Specialist Staff 3
Position Number/s	103030, 103060, 103068
Reporting to	Teaching Education Manager - Industry, Land and Food
Supervises	Nil

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

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 Education portfolio is responsible for delivering education programs across the south west region. The portfolio works in collaboration with internal, industry and community stakeholders and partners, to establish exciting innovative and collaborative educational programs that aim to meet the current and emerging employment needs of the region.

The Education portfolio liaises closely with industry, employers and our community; and works closely with the Institute's education departments to match the employment needs of the region with education and training solutions. The portfolio uses research from local, national and international reports to understand current and emerging employment and educational trends and use relevant data to support business case applications. The outcomes of this engagement and research are to be reported to the executive management team, the Institute Board and its relevant sub-committees, and relevant stakeholders across the organisation.

The Education portfolio explores new ideas and solutions to enhance current and emerging workplace productivity; and on behalf of the Institute and our partners seek financial support from local, state and federally funded schemes through the submission of business case applications. It is the responsibility of the education division to successfully manage approved projects and to support and guide teaching departments with appropriate project management, to ensure all projects are delivered on time, within budget and achieve the project objectives. At all times, the portfolio aims to achieve best practice outcomes that can be shared across other industries and the TAFE network.

Position Overview (Your Opportunity)

The Teaching Administration Officer supports the day-to-day operations of the Industry, Land and Food department. The position undertakes a range of administrative tasks associated with the delivery of funded and commercial teaching programs. The position provides a high level of administrative support to the Head of, Teaching Education Manager and teaching staff.

To be effective, it is essential that the Teaching Administration Officer develops a sound understanding of the operations of a teaching department and is committed to establishing positive relationships with other staff and our clients, internal and external. An excellent customer service focus is pivotal to the role.

The Teaching Administration Officer works closely with the teaching manager and relevant Teaching Education Manager and interacts on a daily basis with the teaching staff and students of the department. The position liaises with teaching and non-teaching staff from other departments to fulfil the requirements of the position.

The Teaching Administration Officer liaises and builds positive relationships with department staff at all levels of the organisation as well as with external clients.

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

- Provide high quality customer service and accurate advice by maintaining a thorough knowledge of all courses delivered by the relevant area for both internal and external enquiries, including new and prospective students, employers and other SWTAFE clients and contacts.
- Use SWTAFE CRM system as described through SWTAFE business rules.
- Ensure that student and course documentation is distributed and collated to support and co-ordinate activity with the Customer Service Team to deliver an effective, efficient and timely enrolment process.
- Provide high level administrative support to Executive Manager, Teaching Education Manager and teaching staff within the division through:
 - the preparation and general maintenance of student files and records, for the effective and efficient delivery of government funded and commercial courses.
 - assisting with achieving full compliance with SWTAFE policy, procedures, business rules and HESG and ASQA guidelines.
 - the organisation of meetings, including development and distribution of agendas, the collation of relevant weekly and monthly reports (SCH, HR, financial and other reports) relevant to the Division's activity.
 - the recording and distribution of accurate and detailed minutes of division related team and project meetings, ensuring that action items and communication is appropriately recorded and followed up.
 - monitoring and maintaining electronic and paper based correspondence and distributing to division staff as applicable.
 - supporting the set-up and distribution of departmental timetabling documentation and maintaining the department's TimeEdit timetabling system.
 - arranging travel, accommodation, and car hire for staff travelling for work purposes.
 - organising the maintenance of office equipment and consumables for use by division staff.
- Support the purchase of equipment and services using SWTAFE financial guidelines and systems.
- Use SWTAFE calendar to maintain awareness of staff activity to ensure good customer service. Support division staff in their day-to-day use of the Student Management Solution (SMS) system including:
 - entering student data on the SMS in accordance with authorised requests
 - liaising with the Student Data Management team to ensure optimum use of the system.
- Through liaison with the Teaching Quality Centre (TQC), maintain current knowledge of Victorian Training Guarantee (VTG) program specifications and Australian Skills Quality Authority (ASQA) standards.

Your Organisation

- Recognise areas in which guidance and support is required from the Manager 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;

- Demonstrated experience and expertise in providing high levels of customer service with the ability to relate well to people at all levels providing courteous, informative and accurate responses to all enquiries
- Demonstrated excellent organisational and administrative skills, and a flexible and mature approach to work with ability to use initiative, accept responsibility and function effectively with limited supervision
- Proven time management skills, with a demonstrated ability to meet deadlines/guidelines, achieve goals and to work concurrently on, and prioritise, multiple tasks and work schedules. Flexibility with working arrangements is essential
- Demonstrated competence in the use of the Windows operating environment, including a sound operational knowledge of the MS Office products, Internet based applications and database management software. The ability to research the Internet is required
- Proven ability to work effectively and collaboratively as part of a team in the provision of appropriate support
- Proven communication and interpersonal skills including the ability to build effective and professional relationships and interact effectively with a diverse range of people
- Knowledge of the Vocational Education and Training system, in particular traineeships/apprenticeships

Qualifications and Requirements

Mandatory requirements

- Certificate IV in Business (Administration) or equivalent qualification, or a willingness to undertake this plus relevant business/industry experience
- Variations of the above point may be considered
- Employee Victorian Working with Children and satisfactory Police Check
- A current driver's licence

Highly desirable requirements

- Experience using Microsoft Office products and relevant industry software and programs
- Experience in Vocational Education & Training (VET) Industry

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

Position Description

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People and Culture		
Agreed by	Incumbent		