

LISMORE COMMUNITY COLLEGE SENIOR ADMINISTRATOR JOB SPECIFICATION

ACE Community Colleges, established in 1972, is a Community based Adult Education Provider and Registered Training Organisation (RTO) providing quality education and training services in NSW and Queensland. Our vision is to provide industry pathways to employment and career advancement through the delivery of national recognised Vocational Education and Training (VET) – full qualifications and skills sets, and short, sharp high impact courses that can also be customised to meet specific industry and business needs. We also invest in building community resilience and social capacity through a truly unique range of leisure and lifestyle workshops. Award winning outreach programmes popping up in townships and Indigenous communities across the region are an important component of our annual program and underscore our commitment to regional sustainability.

Purpose of the role:

To co-ordinate and facilitate the administrative support of the College and provide leadership to the administration team. You will ensure the delivery of excellent customer service and efficient systems and processes.

Skills, Knowledge and Abilities:

- At least 5 years' experience working in a fast-paced office
- Experience supervising a team
- High level computer skills with demonstrated experience using MS Word, Excel and Outlook
- Demonstrated advanced interpersonal skills and a high level of written and oral communication skills
- Strong organisational skills with a proactive approach and attention to detail
- Excellent customer service skills
- Proven ability to meet competing deadlines
- Ability to work unsupervised, with good time management
- A desire to help, inspire and see the potential in people to make a difference in their lives
- Proven ability to work harmoniously with others in a professional manner directed towards achieving common goals
- Proven problem-solving skills
- Current Driver License

Desirable skills (or willingness to learn):

- Experience working for a Registered Training Organisation (RTO) with an understanding of Vocational Education and Training (VET).
- Experience using Student Management Systems and Online Learning Platforms.

Terms and Conditions of Employment:

- 1. Reporting:** The position reports directly to the Lismore College Manager
- 2. Award:** *Educational Services (Post-Secondary) Award 2010* and *The National Employment Standards (NES)* are minimum standards that apply to employment with ACE and underpin what can be included in Modern Awards.
- 3. Hours of work:** The position is permanent full-time thirty-eight (38) hours per week between the hours of 8.30 a.m. and 5.00 p.m. Monday to Friday.
- 4. Remuneration:** \$59,280.00 p.a. + 9.5% Superannuation Guarantee.
As a Public Benevolent Institution (PBI) ACE is approved by the ATO to offer staff Salary Packaging.
- 5. Location:** The position is based at Lismore Community College, but you may also be required to work at such other locations within New South Wales or Queensland as reasonably determined by the needs of the organisation.
- 6. Leave Entitlements:** You are entitled to four (4) weeks' annual leave per annum. Please note dates for the ACE annual Christmas close-down - 5.00 p.m. Friday 21 December 2018 reopening 8.30 a.m. Monday 7 January 2019. Staff are expected to preserve sufficient accruals to take annual leave during this period.

**LISMORE COMMUNITY COLLEGE SENIOR ADMINISTRATOR
JOB DESCRIPTION**

Major Function	Key Tasks/Activities
<p><u>Frontline management</u></p> <p><u>Coordination of administration policies and procedures</u></p>	<ul style="list-style-type: none"> i. Supervise and co-ordinate the front office staff ensuring tasks and duties are met, and provide staff training as required (in collaboration with the Lismore College Manager). ii. Conduct prospective student interviews for all full qualification courses - to determine the student's suitability for the course and the level of support they may require. iii. Manage all course requests; liaison with key staff and trainers to ensure that relevant VET compliance and administration processes are met. iv. Accurately process student information including enrolments and their change of details. v. Provide recommendations on how to continually improve the student management system's processes (JobReady) - both internally and across the organisation (in collaboration with the Data and Contract Compliance Co-ordinator). vi. Provide support to students and trainers using IT equipment and the online learning platform. vii. Maintain professional and productive relationships with internal and external stakeholders. viii. Supervise building maintenance requirements for Lismore College.

<p><u>Marketing:</u></p>	<ul style="list-style-type: none"> ix. Course monitoring of all Lismore and Casino College courses. x. Manage enrolments and maintenance of student files for accredited training programs. xi. Oversee College records, filing and archiving as per the College quality management procedures and management system. xii. Monitor all student enrolments including the Aboriginal Driver Education program. xiii. Process student outcomes in a timely manner (full-qualifications only). xiv. Oversee document output including course preparation, student fee invoices, compliance paperwork and other reports as required. xv. Work closely with the Lismore College Manager and Marketing Consultant, to develop and plan the College's courses - including the preparation and distribution of the Course Guide bi-annually. xvi. Assist the Lismore College Manager in the promotion of high quality VET courses for the Northern Rivers region. xvii. Contribute towards Lismore College's website content and Facebook profile.
<p><u>General Duties:</u></p>	<ul style="list-style-type: none"> ▪ Collaborate with your peers to identify, document and implement continuous improvement strategies. ▪ Participate in professional development opportunities and College meetings as requested. ▪ Conduct all duties in accordance with the College Policies and Procedures. ▪ Perform other related duties as required.

**Ensure your own
workplace health and
safety and that of others:**

- ✓ When and if required identify, assess and eliminate risk or reduce risk within ACE Community Colleges places of work.
- ✓ Report, record and follow-up on all reported hazards accurately and in a timely manner. Ensure hazards are effectively controlled.
- ✓ Demonstrate a commitment to continuous Health and Safety improvements.