

POSITION DESCRIPTION

Position Title	Administrative Officer – Computing and IT
Position No	
Department	Computing and Information Technology
Faculty/Centre	Cyber Security and Digital Information Technology
Classification	PACCT Worker Level 3 (PW 3)
Prepared By	Human Resources
Date	August 2023
Reference No	<i>(To be completed by Human Resources Department)</i>
Approved By	Associate Director - Human Resources
Primary Objectives of Position	<ol style="list-style-type: none"> 1. Develop, implement, and coordinate the administrative processes and systems required for the effective administrative management of the CAIT department and ensure the provision of quality customer service to students, clients, and stakeholders. 2. Administer CAIT department admissions into Business and Finance programs offered by the faculty. 3. Provide high level administrative support to the Head of Department, Education Managers and Senior Educators and ensure relevant data is collated, entered, and disseminated to key stakeholders in accordance with contractual and operational requirements. 4. Processing of student enquiries using the Institute’s student management system – BANNER. 5. Perform general reception duties for the Centre for Cyber Security and Digital Information Technology (CCSDIT).
Manager/Supervisor	<ul style="list-style-type: none"> • Office Manager • Head of Department <p>In relation to administrative processes there may be some requirement to report to the Head of Department through the faculty office manager</p>
Subordinates (Where Applicable)	Not applicable

Internal Communication Requirements

- Teachers and students.
- Other administrative staff within CCSDIT.
- In support of administrative requirements, the Faculty Dean, Head of Department and, Education Managers and Senior Educators
- Student Administration and Registrar staff on all campuses in providing information, advice and support associated with the operations of the department.
- Internal clients in departments and faculties, including students and staff, across all levels of the Institute in the provision of support and information.
- Relevant Institute supports staff across the Institute in matters pertaining to administrative and other services which support the operations of the department.

External Communication Requirements

- Maintain communication with a wide range of external parties including:
 - Future students
 - Pathway students participating in both internal and external pathway programs.
 - Former students and graduates
 - Industry contacts, industry panel meeting and discipline meetings and information sessions
 - Liaison with customers, agencies, and external stakeholders and where applicable refer to appropriate staff.
 - Government and other associated agencies in relation to administrative, compliance and operational requirements.

Specific Accountabilities

1. Manage the day-to-day administration of the department by undertaking and coordinating a range of administrative, reception and information services associated with the operations of the department.
2. Provide excellent customer service to all clients.
3. Actively convert enquiries to enrolments.
4. Keep abreast of faculty course changes and maintain course currency through attending meetings and /or systematically viewing minutes of meetings and website updates.
5. Handle counter, telephone, email, or any other form of communicated enquiry from past, current and prospective students, clients and teachers in a timely manner.
6. Act as the first point of contact for all interactions with the CAIT department and provide excellent customer service, including phone and face to face information and advice.
7. Provide high level administrative support to the Head of Department and course leaders including assistance with financial reporting requirements and participation in both internal and external audits, ensuring compliance with specified timelines and the Holmesglen Management System.
8. Provide information and advice to current and prospective students on courses of action appropriate to their needs and consistent with organizational policies and guidelines.

9. Maintain departmental timetable boards and keep students informed of timetable changes.
10. Manage student enrolment and results amendments and administer Victorian Tertiary Admissions Centre (VTAC) applicants.
11. Liaise with staff and clients across the Institute, and externally, to develop specialist solutions in the resolution of operational and administrative issues.
12. Liaise with Educational Managers and Senior Educators to:
13. Produce annual course information guides.
14. Produce final examination timetable schedules and communicate with students and associated departments.
15. Administer applications for Deferred Assessment, Special Consideration, Requests for Re-Mark etc. in accordance with Institute procedure.
16. Prepare and produce Education Attendance and Assessment Registers for distribution to staff.
17. Provide information to, and create reports as required by, the Head of Department.
18. Maintain departmental records, filing and archiving in accordance with quality management procedures and the Holmesglen Management System.
19. Comply with Holmesglen policies, procedures and processes, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of systems and processes.
20. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
21. Act in accordance with Holmesglen Safety policies and procedures, including Child Safety Standards, to ensure that departmental operations comply with Occupational Health and Safety legislation.

Qualifications and Certificates

Minimum

- Diploma of Business Administration or similar tertiary qualification and / or relevant work experience.

Knowledge

- Knowledge of Banner, Holmesglen's Student Management System.
- Knowledge of policies and procedures related to the enrolment, administration and rights and responsibilities of students.
- Contemporary office management practices and procedures and latest business and office technology.
- Detailed knowledge of Microsoft Office Word and Excel. Microsoft Access an advantage.
- Knowledge of Customer Relations Management Systems (student enquiry systems).

Experience

- Customer service and office administration experience including document management.

Skills

- Experience in dealing with a broad range of people, face to face, telephone and email.
- Advanced technical competence in the use of the MS Office applications (particularly Word, Excel and Access) as well as general database management software.
- Experience working with all aspects of office management and administrative operations in a complex, multi-disciplinary environment.
- Experience in setting priorities in an environment of competing demands.
- Demonstrated excellent interpersonal and written and verbal communication skills and a demonstrated ability to relate professionally to both internal and external stakeholders.
- High level customer service skills and telephone skills, providing courteous, informative and accurate responses to all enquiries.
- Ability to coordinate workflow, prioritise work tasks effectively and work under pressure while maintaining a high level of accuracy and attention to detail.
- Demonstrated excellent organisational skills and the ability to work cooperatively within a team environment or work without supervision.
- Ability to coordinate workflow, prioritise work tasks effectively and work under pressure while maintaining a high level of accuracy and attention to detail

Key Selection Criteria

In addition to qualification requirements the incumbent will have:

1. In addition to qualification requirements the successful candidate will have the best combination of the following characteristics:
2. Highly developed interpersonal skills, written and verbal communications skills and customer service skills with a demonstrated ability to liaise effectively with clients, key stakeholders and work colleagues.
3. Excellent organisational and office administration skills, with ability to use initiative, accept responsibility and function effectively with limited supervision. Knowledge of administration procedures and compliance systems would be an advantage.
4. Proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and work concurrently on, and prioritise, multiple tasks and work schedules.
5. 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.
6. Demonstrated capacity to work effectively in a complex administrative environment, meet tight deadlines and prioritise competing demands. Knowledge of student administration and systems would be an advantage.

Note

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity,

qualifications and experience normally expected from people occupying positions classified at this level may be allocated.

- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.