

POSITION DESCRIPTION

Position Title	Administrative Officer
Position No	
Department	Allied Health Services and Science
Faculty/Centre	Health Science, Youth and Community Studies
Classification	PACCT Worker Level 3 (PW 3)
Prepared By	Head of Department
Date	November, 2023
Approved By	Associate Director - Human Resource Operations
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 Nursing department and ensure the provision of quality customer service to students, industry and other service providers. 2. Provide high level administrative support to the Head of Department, Education Managers and teachers and participate in Nursing Team Meetings, providing information and recommendations related to administrative matters.
Manager/Supervisor	<p>Head of Department (HOD)</p> <p>Having regard for the nature and location of the work, there may also be a functional reporting relationship with the Manager – Administration (Health Science, Youth and Community Studies)</p>
Subordinates	Subject to requirement, this position may oversee the work of casual administrative staff working within the department
Internal Communication Requirements	<ul style="list-style-type: none"> ▪ The faculty Dean, Head of Department, Manager - Administration and staff working within the faculty and the department ▪ Student Administration and Registrar staff on all campuses in providing information, advice and support associated with the operations of the department. ▪ Relevant Institute support staff across the Institute in matters pertaining to administrative and other services which support the operations of the department. ▪ Management and staff in departments and faculties across all levels of the Institute as required to undertake the responsibilities of the position.
External Communication Requirements	<ul style="list-style-type: none"> ▪ Maintain communication with a wide range of external parties including:

Specific Accountabilities

- Applicants and new and continuing students in the Diploma of Nursing
 - Industry representatives for Course Advisory Committees, Industry Reference Days and other department-based Expo's and events
 - Suppliers, consultants and service providers for resources required for the operation and strategic development of the department.
 - Government and other associated agencies in relation to administrative, compliance and operational requirements.
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. Act as the first point of contact for all interactions with the department and provide excellent customer service, including phone and face to face information and advice.
 3. Provide high level administrative support to the Head of Department, Education Managers and teachers including assistance with financial reporting requirements and participation in both internal and external audits, ensuring compliance with specified timelines and the Holmesglen Management System.
 4. Provide information and advice to current and prospective students on courses of action appropriate to their needs and consistent with organisational policies and guidelines.
 5. Maintain departmental timetable boards, assist student to access timetables and keep students informed of semester timetable changes.
 6. Assist the HOD, Education Managers and teachers to coordinate student enrolment and resulting and monitor Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) error reports.
 7. Prepare payroll documentation for the HOD and liaise with the payroll office and the HOD to identify, communicate and resolve anomalies.
 8. Coordinate and maintain the student interview booking system and ensure information is accurate and effectively communicated to staff and applicants
 9. Attend department Team meetings to provide information and advice on administrative matters and issues arising from Institute Administrative meetings and daily operations within the department.
 10. Take and circulation of minutes for all departmental meetings and faculty level meetings as directed.
 11. Assist with the administration of marketing strategies including Open Days, maintaining the website, informing the Connect Centre of changes to department offerings and manage the afterhours message bank for the faculty.
 12. Administer purchasing and requisitions within the department, including securing quotes and managing bookings for local and interstate professional development, student excursions, operational resources and services.
 13. Provide information to, and create reports as required by, the HOS and senior educational staff.

14. Administer and monitor work orders for Technology Services Department and Property services, providing advice to the HOS on the progress and resolution of issues.
15. Support and instruct on processes and systems applicable to the operations of the department and consistent with the Holmesglen Management System.
16. Maintain departmental records, filing and archiving in accordance with quality management procedures and the Holmesglen Management System.
17. Comply with Holmesglen policies, procedures and processes, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of systems and processes.
18. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
19. 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

Minimum

Diploma of Business Administration or tertiary qualification in business, administration or related field and/or relevant experience in Administration.

Knowledge

- Knowledge of student management systems.
- 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.
- Knowledge of Customer Relations Management Systems (student enquiry systems).

Experience

- Customer service and office administration experience including document management.
- 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 and Excel) 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.

Skills

- 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.

Key Selection Criteria

- 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.

In addition to qualification requirements the successful candidate will have:

1. 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.
2. Demonstrated ability to understand, analyse and apply knowledge of administrative systems, procedures and compliance systems to routine and new tasks.
3. Proven ability to plan and organise systems of work, effectively manage time to meet deadlines, prioritise competing demands and achieve goals.
4. 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.
5. Demonstrated ability to manage administrative changes, supporting and advising staff at all levels to ensure effective implementation.

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 and National Police Records check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.