

## POSITION DESCRIPTION

<b>Position Title</b>	Team Leader – Holmesglen Assist
<b>Position No</b>	32011, 32020, 32024, 32059 & 32060
<b>Department</b>	Registrar
<b>Faculty/Centre</b>	Engagement and Support
<b>Classification</b>	PACCT Worker - Level 5 (PW 5)
<b>Prepared By</b>	Registrar
<b>Date</b>	
<b>Reference No</b>	<i>(To be completed by Human Resources Department)</i>
<b>Approved By</b>	Associate Director - Human Resources
<b>Primary Objectives of Position</b>	<ol style="list-style-type: none"> <li>1. Lead the Holmesglen Assist team in the provision of service to students, staff and the general public.</li> <li>2. As one of the first points of contact, provide professional, high level information advice, administrative support and quality customer services to both internal and external clients and stakeholders.</li> <li>3. Ensure the maintenance of effective communications with internal clients in departments and faculties across all levels of the Institute in the provision of support and information services.</li> </ol>
<b>Manager/Supervisor</b>	Manager – Student Administration
<b>Subordinates (Where Applicable)</b>	Responsible for the leadership and management of a number of customer service officers and casual customer service staff necessary to support the activities of Holmesglen Assist.
<b>Internal Communication Requirements</b>	<ul style="list-style-type: none"> <li>▪ The Registrar, Student Administration and relevant staff of the Registrar’s department on all campuses in providing information, advice and support associated with the Holmesglen Assist Team.</li> <li>▪ Internal clients in departments and faculties, including teachers and management staff, across all levels of the Institute in the provision of support and information services to ensure compliance with student administrative policies and procedures.</li> <li>▪ Relevant Institute support staff across the Institute in matters pertaining to the administrative and operational activities of Holmesglen Assist. Communicate with, and provide leadership to, other Institute Administrative Officers in matters pertaining to student enrolments and administration.</li> </ul>

## **External Communication Requirements**

- Participate in internal activities as required, representing the views of the department relevant to the operations of Holmesglen Assist.
- Relevant agencies, prospective students and clients as well as and external stakeholders regarding the requirements of Holmesglen Assist. Where applicable, refer enquiries to appropriate departmental staff.
- Government and other associated agencies in relation to administrative, compliance and operational requirements.
- Develop and maintain appropriate networks within the Vocational and Higher Education and Training sectors to meet continuous improvement expectations.

## **Specific Accountabilities**

1. Manage the staff, and the day-to-day operations of Holmesglen Assist, by undertaking and coordinating a range of administrative and information services.
2. As a point of contact, provide excellent customer service to all clients and ensure relevant data, advice and information is appropriately prepared and disseminated to students, employers and the community.
3. Develop and maintain accurate and detailed knowledge of enrolment and fees procedures, providing appropriate guidance and leadership to appropriate Institute staff.
4. Ensure that the customer service officers are trained, competent and functionally familiar with the operational requirements of Holmesglen Assist to support student management, information provision and customer service.
5. Ensure that relevant Institute staff are fully conversant in the correct use of Holmesglen Assist procedures.
6. Manage financial transactions relevant to Holmesglen Assist and ensure compliance with relevant Institute policy and procedural guidelines.
7. Comply with the Holmesglen Management System and contribute to the ongoing improvement of enrolment, student administrative procedures and administrative systems.
8. Process applications for fee refunds and fee concession/exemption consistent with Institute requirements.
9. Receive documentation from the teaching departments and disseminate information to students on behalf of the Registrars Department.
10. Facilitate the examinations processes consistent with the policies and procedures of external examining bodies.
11. Conduct annual performance reviews and support staff to undertake relevant professional development.
12. Support the Institute's strategic plan and vision and work to ensure that all activities align to the Institute's commitment to quality.
13. Act in accordance with Holmesglen Safety policies and procedures to ensure the Information Office is compliant with Occupational Health and Safety legislation.

## **Educational Qualifications**

14. Ensure the Department is compliant with Holmesglen's policy and procedure in relation to the Child Safety Standards.

Degree in business administration or similar discipline and significant relevant work experience including broad knowledge in technical and administrative fields and/or in the various operational aspects of an Information Office.

## **Knowledge**

- An understanding of contemporary leadership and management practices.
- Understanding of business communications and contemporary office management practices and procedures including familiarity with the latest business and office technology.
- Knowledge of office based software, database management software and associated procedures.
- Familiarity with office finance, data and administrative management practices and procedures.
- Confidentiality and privacy principles associated with the delivery of student administrative and office management services.
- A thorough understanding of student management procedures and policies at a post-secondary level including specific knowledge of technologies, procedures and processes relevant to student management systems.
- Detailed understanding of government policy and regulations which impact student administration practices and understand how these interact with related functions, policies and procedures.

## **Experience**

- Demonstrated leadership and management experience in an administrative environment
- Experience working with all aspects of office management and administrative operations in a busy, complex, multi-disciplinary environment.
- Experience in dealing with customers from a variety of backgrounds, including those for whom English is not their first language.
- Experience in an educational administrative environment with an emphasis on privacy and confidentiality.
- Experience of working within a changing environment and setting priorities with 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.
- Flexibility, a willingness to adapt in a changing environment and the ability to function autonomously, work independently and/or coordinate work effectively and collaboratively in a team environment.
- Competence in the use of the MS Office products, internet based software applications and database management software.

**Key Selection Criteria**

- High level customer service skills providing courteous, informative and accurate responses to all enquiries.
- Demonstrated organisational, administrative and time management skills including the ability to meet deadlines, achieve goals and to work concurrently on and prioritise, multiple tasks and work schedules.
- 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 incumbent will have:

1. A detailed knowledge of vocational training and higher education sectors including student administration practices and statutory requirements.
2. Demonstrated leadership and staff management experience with the ability to maintain strong positive working relationships and deal effectively with both internal and external stakeholders.
3. Demonstrated experience in an administrative office management position with an understanding of office administrative procedures and requirements and the ability to meet timelines and prioritise competing demands.
4. Proven verbal and written communication skills and well developed interpersonal skills including the ability to interact and liaise effectively with a diverse range of people.
5. Demonstrated professionalism and excellence in customer service including information provision and the resolution of client concerns.
6. Demonstrated competence in the use of the MS Office products, internet based software applications and database management software.

**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.