Australian College of Professionals

Position Description

Training Administrator (Student Support)

1. PURPOSE OF POSITION

Provide administrative support to the Australian College of Professionals, in the provision of quality services to meet the requirements of students.

Present a front-line face to the public in the overall running of the company.

Assist the company in the progressive implementation of its objectives for all files being handled by the company and for all services being provided.

2. REPORTING RELATIONSHIPS

i) Position Title of Supervisor
Training Manager

ii) Position Titles which also Report to the Same Supervisor
Training Administrators x 7

iii) Position Titles which Report to this Position
None

3. POSITION BACKGROUND

The Australian College of Professionals is a registered training college and provides nationally accredited training in the property, finance and business sectors. The position of Training Administrator (Student Support) has been created to support the College in the preparation and presentation of documentation for clients. This role ranges from providing assistance in training materials, marketing information and compliance documentation.

4. NATURE AND SCOPE OF WORK PERFORMED

The position has four major components:

i) assisting the Company in presenting a positive corporate image to the public;
ii) maintaining organisational systems for the office;
iii) supporting all staff within the Company to present a positive and professional image of services provided by the Australian College of Professionals;
iv) maintain an understanding of all Training Packages and competency-based training and assessment, being utilised and offered by the College in order to provide information to course participants.

It is the responsibility of each employee to ensure that the working environment is a safe, pleasant and appropriate place for all employees. This means that all staff have a responsibility in ensuring that any hazards or inappropriate action is reported to their supervisor, in line with the legislative, industrial and government requirements and standards in the areas of Equal Employment Opportunity (EEO) and Workplace Health and Safety (WHS) and Ethnic Affairs.

5. CHALLENGES / PROBLEM SOLVING

The central challenge for the Training Administrator is the smooth management of all documentation both in and out of the office. This means that each matter is managed in a timely fashion and is in line with the procedures manual.

It is also essential for the Training Administrator to present a positive attitude to all clients and provide feedback at all stages to clients.

6. DECISION MAKING

The Training Administrator has no financial delegation.

It is the responsibility of the Training Administrator to ensure that management is kept fully informed of all progress and/or contentious issues arising from any file or contact with the office. A written record of any complaints from clients must be provided to management immediately that a complaint is made.

7. COMMUNICATION

Internal communication involves meeting with management on a regular basis, in the form of active participation in regular staff meetings.

The Training Administrator is involved in the following meetings:

- Daily meetings (either personally or by telephone) with the Operations Co-ordinator to plan each day's activities
- Weekly Operations with all staff and management

It is important that the Training Administrator provides feedback to management in relation to the on-going progress of all matters in which they are involved.

8. KEY RESPONSIBILITIES

The responsibilities of this position include, but are not limited to:

- Assist with production of learner materials and assessments as required
- Assist in maintaining College data-base (aXcelerate) with all new contacts, and confirming student enrolments into the database
- Assist in the acknowledgement of all assessments (delivered by hand, mail, or electronically) and record this in the student database.
- Assist in the management of the logistical operation of the College in the clean-up of the refreshment area for students
- Respond directly to telephone enquiries whenever possible
- Greet students/clients who enter the office for meetings and provide them with refreshments when necessary

- General administrative work, including email enquiries, enrolments, telephone calls and face-to-face student enquiries
- Assist in reviewing processes and assisting in the development of new systems and processes of all areas of administration
- If required, finish work at the time required (up to 5.30pm) no more than one day per week
- Take minutes at Operations Meetings, as requested and save as directed.
- Proactively invest in your own personal and professional development
- Other relevant duties as delegated by the Training Manager

9. KNOWLEDGE, SKILLS AND EXPERIENCE

The position of Training Administrator has the following essential requirements:

- ability and willingness to work in a multi-disciplinary team environment
- proven experience in working in an office environment
- ability to work with a high volume of typing work
- ability to present a positive corporate image to the public
- proven experience in working with people in terms of consultation, negotiation and conflict management
- demonstrated superior interpersonal skills and experience in communication at a high level (both oral and written)
- an organised approach to office management
- ability to follow procedures and keep accurate records
- a commitment to and a capacity to implement WHS and EEO legislation

Name: _____

Commenced Position as Training Administrator on: ____ / ____ / 2020

Signature: _____ Date: _____ / _____ / _____

Witnessed by:

_____
John Sullivan
Financial Controller