



POSITION DESCRIPTION

POSITION DETAILS:	
POSITION TITLE	Administration Officer - Business Improvement
REFERENCE NUMBER	UQCHR002.1/18
LOCATION	UQ College, St Lucia

PRIMARY PURPOSE:
<p>To establish and maintain quality policies, procedures and work instructions for the College in line with the regulatory requirements, whilst also evaluating work processes to achieve greater productivity and efficiencies.</p> <p>To supervise administration support staff to ensure administrative and systems support is efficient, timely and accurate to students and staff.</p> <p>To ensure the College VET Student Management Processes meets all regulatory requirements and operates in a timely and efficient manner to meet student demand.</p>

WORKING RELATIONSHIPS:			
DIRECT MANAGER	Manager – Business Development		
DIRECT REPORTS	Administration Assistants		
KEY INTERNAL RELATIONSHIPS		KEY EXTERNAL RELATIONSHIPS	
Position	Frequency	Position	Frequency
<ul style="list-style-type: none"> • Manager – Business Development • Lecturers/Teachers/Coordinators • Administration staff • CEO • General Manager, Education and Training 	<ul style="list-style-type: none"> Daily Daily Daily Regularly Regularly 	<ul style="list-style-type: none"> • UQ University • QTAC • Axcelerate • ASQA 	<ul style="list-style-type: none"> Regularly Regularly Regularly Regularly

Document No.:	Document Name:	Revision No.:	Approved Date:	Review Date:
UQCHR003	Administration Officer – Business Improvement	3	14/11/2017	14/11/2018

POSITION DESCRIPTION

SCOPE & AUTHORITY:		
People	Financial	Technical
<ul style="list-style-type: none"> Supervise (2) administrative staff 		<ul style="list-style-type: none"> Support the College's Quality Assurance System Coordinate the College's Student Management System Support Business Improvement Program

KEY RESULT AREAS:	
Compliance and Business Improvement	<ul style="list-style-type: none"> All policies, procedures and work instructions comply with the regulatory authorities within VET and TEQSA. Identification of opportunities for process improvement, recommends solutions and implements initiatives as agreed.
Administrative Support	<ul style="list-style-type: none"> Accurate and timely execution of the processes.
Staff Engagement	<ul style="list-style-type: none"> Staff are educated and aware of policy and procedural and system requirements.
Student Management System	<ul style="list-style-type: none"> Meets regulatory requirements and works to meet student demand.

KEY ACTIVITIES:	
Compliance	<ul style="list-style-type: none"> Assist with the development and maintenance of policy and process documents to ensure compliance with the regulatory requirements. Assist with ongoing compliance assessment, document control and reporting relating to: RTO/AQTF, ESOS and ASQA. Monitor compliance for provider registration and course registration, and all relevant standards. Provide accurate and timely information on policy and regulatory changes affecting provider registration and course accreditation. Assist with processes for internal audit and self-assessment against relevant Standards and other audit processes.

Document No.:	Document Name:	Revision No.:	Approved Date:	Review Date:
UQCHR003	Administration Officer – Business Improvement	3	14/11/2017	14/11/2018

POSITION DESCRIPTION

Business Improvement	<ul style="list-style-type: none"> • Support the business improvement agenda for the College, monitoring and prioritizing activities based on compliance requirements, enhancing productivity and risk reduction. • Instruct staff in continuous process improvements. • Develop and support programs to recognise and reward groups or individuals for suggestions and actions related to process improvement.
Administrative and Systems Support	<ul style="list-style-type: none"> • Oversee administrative activities of the College, ensuring accuracy and compliance with the College's, VET's and Tertiary sector's policies and procedures. • Ensure the student management processes are kept up-to-date. • Establish and maintain orderly administrative processes / systems to ensure all systems comply with relevant regulations. • Assist in processing of administrative activities including, Human Resources, Finance, IT and Property & Facilities.
Staff Management	<ul style="list-style-type: none"> • Oversee activities of Administration Support Staff, including recruitment, performance management, development and application of disciplinary processes as necessary.
Staff Engagement and Development	<ul style="list-style-type: none"> • Foster good relationships between the college and its teachers, including but not limited to; training the teachers in the Student Management Systems and being the point of contact for the systems, and helping the teachers understand their responsibilities when it comes to meeting the relevant standards. • Participate in professional development, team education and training.

OPERATING ENVIRONMENT, FRAMEWORK, BOUNDARIES:

- The activities of this role are conducted within the office environment.
- The College's policies and procedures, as well as the regulatory requirements govern the activities of the position.

Document No.:	Document Name:	Revision No.:	Approved Date:	Review Date:
UQCHR003	Administration Officer – Business Improvement	3	14/11/2017	14/11/2018



POSITION DESCRIPTION

PROBLEM SOLVING/COMPLEXITY OF POSITION:

- The role is integral in ensuring the College complies with the regulatory authorities, and therefore has the important responsibility of making sure all policies, procedures and work instructions are interpreted and followed correctly.
- Ensure that the VET student management processes meet all regulatory requirements and operates in a timely and efficient manner to meet student demand.

DECISION MAKING AUTHORITY AND RESPONSIBILITIES:

- Makes recommendations on office process improvement and resolutions to issues.
- Supervision of Administration Support staff.
- Recommendations to Manager – Business Development regarding staffing issues, such as recruitment, development planning, performance management and/or disciplinary activity.

CAPABILITY PROFILE:

Work Experience	<ul style="list-style-type: none"> • Experience in administrative support/office management functions. • Demonstrated knowledge and understanding of current educational standards and legislation.
Business Acumen	<ul style="list-style-type: none"> • Understands business implications of decisions; Aligns work with strategic goals • Synthesises complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures
Change Management	<ul style="list-style-type: none"> • Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results
Managing People	<ul style="list-style-type: none"> • Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for administration support staff activities; Is available to staff; Provides regular performance feedback; Develops support staff's skills and encourages growth; Solicits and applies feedback (internal and external); Fosters quality focus in others; Improves processes and services

Document No.:	Document Name:	Revision No.:	Approved Date:	Review Date:
UQCHR003	Administration Officer – Business Improvement	3	14/11/2017	14/11/2018

POSITION DESCRIPTION

Oral & Written Communication Skills	<ul style="list-style-type: none"> Structures and conveys ideas and information in a way that effectively brings about understanding Tailors communication effectively for audience; Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively
Student Management Systems	<ul style="list-style-type: none"> Experience with student management systems.
Customer Service Focus	<ul style="list-style-type: none"> Manages difficult or sensitive stakeholder interactions; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments
Professionalism & Ethics	<ul style="list-style-type: none"> Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and principles; Upholds organisational values Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan Follows policies and procedures; Supports organisation's goals and values

AUTHORISATION:

Direct Manager: Business Development Manager

Signature: _____ **Date:** 14.11.2017

Employee:

Signature: _____ **Date:** _____

Document No.:	Document Name:	Revision No.:	Approved Date:	Review Date:
UQCHR003	Administration Officer – Business Improvement	3	14/11/2017	14/11/2018