



Education Administrator Position description

Position Title	Education Administrator
Program	Education
Employment type	Part-time – fixed term
Location	Education Hub, Tuck Street Moorabbin
Reports to	Executive Manager, Education & Employment

This position description describes the scope and skills required of the position at TaskForce. The position description may be subject to periodical reviews.

About TaskForce

TaskForce, established in 1973, provides wraparound support and compassionate care to vulnerable youth, adults and their families across South East Melbourne. We deliver services across three interconnected areas of activity:

- Specialist alcohol and other drug treatment: working with people to get the help they need and get their lives back on track
- Youth and family services: supporting young people and families with complex needs to break down barriers to ongoing health and wellbeing
- Education, engagement and employment supports: programs helping marginalised people to develop pathways into education and employment

We never give up on giving people a chance to realise their true potential.

Position Overview

Reporting to the Executive Manager Education & Employment Services, the role is responsible for the effective and efficient administration of TaskForces' Education programs.

Key Duties

- Under guidance of the Executive Manager Education & Employment Services, coordinate the administration of Education function at TaskForce.
- Provide administrative support to the Executive Education Manager and Employment Team using high level skills in various Microsoft applications, Social Planet and other databases as required.
- Provide support and information to trainers, students, clients and all stakeholders.
- Provide support to the marketing of TaskForce Education products and services.

Education Function

- Coordinate the monthly submission of compliance activities as required.
- Assist with compliance and audits as per relevant authorities and peak bodies requirements (internal and external).
- In consultation with the Executive Manager, ensure the administration and preparation of training and assessment materials is complete.
- Assist with the coordination of resources required for training delivery.
- Prepare and distribute student correspondence and follow up outstanding student payments.
- Liaise with trainers and students as required to ensure seamless training delivery.
- Provide trainers with all compliance forms i.e. evaluation forms and attendance sheets, session plans and course outlines.
- Process and coordinate the issuance of certificates, statements of attainment and attendance certificates.
- Compile and collate surveys and evaluations as part of the broader evaluation process.
- Assist with the preparation of events i.e. information sessions, inductions or open enrolment days.

ACFE

- Conduct student intake assessments and coordinate the student enrolment process.
- Maintain and monitor enrolment waiting lists and respond to student enquiries.
- Management of student database; maintaining accurate records and continual update of student progress.
- Create and maintain student administration records in accordance with funding contracts.
- Coordinate the administration of student management systems, including high level accuracy in data entry.
- Create and maintain student administration records in accordance with funding contract and update the student contact details list.
- Assist the coordinator with the coordination of resources required for training delivery.
- Provide trainers with all ACFE template forms i.e. course evaluation forms, session plans, and moderation.
- Coordinate monthly submission of ACFE compliance activities utilising Social Planet.
- Prepare monthly student contact hours reports.

Marketing

- Distribute marketing resources in conjunction with TaskForce's marketing department.
- Engaging with stakeholders and other community partners as directed by the ACFE Coordinator.
- Attend external agencies for marketing and development purposes.
- Develop and maintain marketing lists for external stakeholders and develop lists of contacts for the Education team

Admin support to other programs

- Support the Reception, Fee For Service, and Behaviour Change Program intake functions as required by TaskForce management.

Qualifications

- Relevant qualifications in Business Administration or similar would be highly regarded.

Skills and Experience (Key Selection Criteria)

- Experience providing administrative support to a team in an education setting.
- Strong administrative skills and attention to detail.
- Proven customer service skills and highly developed interpersonal skills, able to develop and maintain client relationships.
- Ability
- High level of organisation including ability to seek assistance with prioritising tasks where necessary
- Strong computer skills including proficiency in Word, Excel, email and database management.
- Well-developed oral communication skills and relationship management skills, including an ability to deal sensitively and confidently with the general public.
- Ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers.

Skills and experience (desirable)

- Knowledge of the vocational education and training sector

Conditions of Employment

- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.
- As an organisation with public benevolent institution (P.B.I.) status, TaskForce offers all staff the opportunity to take up generous Salary Packaging.

To be employed in this position a person must:

- Be prepared to travel between the sites to meet the requirements of the job and to work out of various partnership locations.
- Undergo a police check and a Working with Children Check. Offers of employment are subject to the results of these checks.
- Remain current in their First Aid and CPR knowledge.
- Hold a Current Driver’s License.
- Familiarise themselves with, and observe all TaskForce business, community and human resources policies, procedures and practices.
- Follow Taskforces codes of employee conduct, promote the interests and reputation of the agency and refrain from acting in way that would conflict with the best interests of PCLC and TaskForce.

Our values



Client centred

We strive to support our clients and their extended networks to change their circumstances. We will collaborate so that our full range of services and supports are wrapped around them enabling each to reach their full potential.

Innovation and best practice

We will be cutting edge in all that we do leading to evidence-based best practice within the sector. Our people will be passionate and motivated to make a difference.



Thought leadership

We are committed to addressing the tough moral challenges faced and sensitivities that abound in our sector, leading consequent debate and adapting as broader positions held by society evolve.



Honesty and integrity

We do our utmost to communicate openly, honestly and respectfully. We collaborate and share accountability with colleagues and clients alike. We acknowledge that as we learn, mistakes may be made but that this learning will make us stronger.



Trust, respect and self care

We collaborate to create a work environment built on trust and respect where our people and consortium partners are supported and challenged to lead best practice. We recognise that responsibility for self-care is also a foundation to achieve excellence in the services we deliver.

This position description is accepted by:

Job Holder **Date**