

# ROLE STATEMENT

<b>Role Title:</b>	Vocational Training Administrator
<b>Department:</b>	Field Operations
<b>Location:</b>	Brisbane
<b>Reports to:</b>	Vocational Training Delivery Manager

## SU QLD Vision & Mission

Our **mission** is to bring God's love, hope and good news to children and young people and their families.

Our **vision** is to see each child and young person connected and supported in community, serving others, and experiencing fullness of life.

SU QLD is an inter-denominational Christian organisation which has worked in schools for more than 80 years and has successfully employed chaplains since 1990. We have more than 700 people and a highly valued network of 3500 volunteers.

## Purpose of Role

This role is part of the training team, supporting the RTO administration activities as directed by the Vocational Training Delivery Manager.

## Key Relationships

Internal	<ul style="list-style-type: none"><li>• Training team</li><li>• Chaplaincy &amp; Field Services</li><li>• People Services</li><li>• Chaplains</li><li>• Students</li></ul>
External	<ul style="list-style-type: none"><li>• Other Trainers, Training Organisations and Ministry Training Networks.</li><li>• Work placement supervisors</li></ul>

Key Accountabilities	Expected Outcomes
<p><b>1. Student Management</b></p> <ul style="list-style-type: none"> <li>○ Respond to enquiries from prospective students</li> <li>○ Receive and process applications from prospective students</li> <li>○ Arrange student interviews and collect, verify and authenticate relevant documentation</li> <li>○ Enroll students in Accelerate (Student Management System)</li> <li>○ Receive and process student fees</li> <li>○ Receive and process Blue Card applications and receipts</li> <li>○ Track student assessment requirements and maintain student assessment records</li> <li>○ Participate in the organisation of the graduation ceremony</li> <li>○ Produce certificates</li> <li>○ Meet AVETMISS reporting requirements</li> <li>○ As needed, assist with VET Student Loan and funding reporting requirements</li> </ul>	<ul style="list-style-type: none"> <li>○ Positive feedback from Direct Role Supervisor as well as from internal / external stakeholders</li> <li>○ Tasks are completed accurately and in agreed timeframes</li> </ul>
<p><b>2. Systems Administration</b></p> <p>In consultation with the SU QLD IT Department:</p> <ul style="list-style-type: none"> <li>○ Administer Moodle (Learning Management System) including the technical delivery of training and the processing of assessment within the online learning environment</li> <li>○ Administer Accelerate (Student Management System)</li> </ul>	<ul style="list-style-type: none"> <li>○ Positive feedback from Direct Role Supervisor as well as from internal/external stakeholders</li> <li>○ Tasks are completed accurately and in agreed timeframes</li> </ul>
<p><b>3. Administrative Support</b></p> <ul style="list-style-type: none"> <li>○ Support Vocational Trainers in the organisation and execution of in-class intensives</li> <li>○ Support the Vocational Training Delivery Manager in a range of compliance related activities</li> </ul>	<ul style="list-style-type: none"> <li>○ Positive feedback from Direct Role Supervisor as well as from internal/external stakeholders</li> <li>○ Tasks are completed accurately and in agreed timeframes</li> </ul>

<p><b>4. Team contribution</b></p> <ul style="list-style-type: none"> <li>○ Contribution to the team and in wider organisation based activities.</li> <li>○ Actively participate and contribute in meetings and activities.</li> <li>○ Provide support and assistance in undertaking project tasks as required which lead to implementation of continuous business improvements and processes.</li> <li>○ Provide back up to other team members as required.</li> <li>○ Participate in wider organisation-based activities and learning opportunities.</li> <li>○ Comply with WH&amp;S policy and procedures.</li> <li>○ Protect own health and safety.</li> <li>○ Protect safety of others.</li> <li>○ Report hazards, risks and all incidents.</li> </ul>	<ul style="list-style-type: none"> <li>○ Positive feedback from Department Executive/ Direct Role Supervisor and relevant colleagues.</li> </ul>
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**Qualifications**

- Previous experience in a similar role, preferably within a Registered Training Organisation (RTO) or other Education/Training organisation

Competency	Definition
<b>Technical / Professional</b>	Having achieved a satisfactory level of performance in specific technical/professional areas. This should include any specific experience and specific professional “know-how”, ideally including previous experience administering the Student Experience within an RTO
<b>Client service orientation</b>	Making efforts to listen to and understand the client (both internal and external); anticipating their needs; giving high priority to client satisfaction.
<b>Motivational “fit”</b>	The extent to which job activities and responsibilities, SU’s beliefs and values, including having a commitment to Christian ministry and Chaplaincy are consistent with the type of environment that provides personal satisfaction; the degree to which the work itself is personally satisfying.
<b>Oral communication</b>	Presenting ideas effectively to individuals or groups when given time for preparation (including nonverbal communication and use of visual aides); targeting presentations to the characteristics and needs of the audience.
<b>Teamwork (cooperation)</b>	Active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one's behaviour on others.

<b>Written communication</b>	Expressing ideas clearly in any written format (memo, email, letter) that have the appropriate organisation and structure.
<b>Attention to detail</b>	Accomplishing tasks through concern for all areas involved, no matter how small, showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.

<b>Additional Requirements</b>	
SU QLD requires that the incumbent to be:	
<ol style="list-style-type: none"><li>1. able to subscribe to the aims, beliefs and working principles of SUI</li><li>2. able to demonstrate a living and personal relationship with Jesus Christ</li><li>3. able to show strong Christian character evidenced by servant leadership, valuing of people in general and marginalised people in particular</li><li>4. a respected member of a local Christian church we recognise</li><li>5. a holder of a "Blue Card" from the Blue Card Services Department for the purposes of child related employment</li><li>6. willing to work under SU QLD's Staff Code of Conduct</li></ol>	

<b>Developed By</b>	Children's and Youth Programs Team Leader
<b>Date</b>	April 2019
<b>Approved By</b>	Head of People Services
<b>Effective Date</b>	April 2019