

## Position Description Form

<b>Position Title:</b> Administrative Assistant - VET	
<b>Department:</b> Office of the Directorate Administrator	
<b>Position Reports to:</b> Directorate Administrator - VET	
<b>Direct Reports:</b> Nil	
<b>Position Description Issue Date:</b>	January 2020
<b>Location:</b>  <b>For Teaching Staff:</b> You are employed to work at Melbourne Polytechnic, a multi-campus institution. Your contract will denote your employment location.  <b>For all other Staff:</b> You are employed to work at Melbourne Polytechnic, a multi-campus institution. Accordingly you agree to work at any location where Melbourne Polytechnic conducts its business at the direction of the Manager responsible for your area.	

### About Melbourne Polytechnic

Melbourne Polytechnic offers the perfect combination of higher education and vocational learning, delivered by teachers with real-world experience and expertise. Through a network of six metropolitan campuses and a regional campus in Ararat, Melbourne Polytechnic offers a range of degrees, certificates and diplomas across the whole higher education and vocational training spectrum.

### Position Purpose

The purpose of this position is to work as part of the Department administration team, working in a flexible and collegiate manner to ensure that the institutes policies and procedures are followed, efficient and effective student administration is provided and dealings with employees and the public is professionally undertaken.

### Key Responsibilities

- Assist in the administration of the Student Life Cycle within the Department's Vocational Education Training Programs ensuring strong relationships between Melbourne Polytechnic students and employers. This includes but is not limited to assisting with enquiries, monitoring of the Department email enquiries and distribute to relevant areas, course information, enrolments, amendments, completions, ensure relevant and current program information is available on the staff and student portals and other administrative requirements as needed.
- Perform administrative support to the Department's Vocational Education Training programs and general administrative duties including correspondence, mail merges and mail outs, meeting coordination minute taking and distribution as required.

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- Provide high-level customer service to internal and external clients, ensuring that all possible measures are taken to respond to their needs and requests in a timely fashion, disseminating accurate and timely information to internal and external stakeholders and ensure all enquiries are handled with tact and diplomacy.
- Establish and maintain positive and beneficial working relationships with stakeholders and departments across the Melbourne Polytechnic network.
- Ensure confidentiality to staff and students at all times as the position can have access to private information. Ensure all inquiries are handled with tact and diplomacy.
- Assist in the collation and production of curriculum and unit outline documents relating to the programs delivery processes as required by the Department/institute, database maintenance.
- Provide accurate and consistent record keeping and maintenance including databases, filing and archiving systems (hardcopy and electronic), monitoring of the Delta reports daily and distribute to relevant areas to comply with Institute policy and procedures and external quality assurance requirements.
- Maintain an efficient record keeping system including Student files (including Apprenticeship files), general filing and archiving Systems.
- Plan and prioritise administrative tasks including database establishment and management, word processing, organisation of meetings and events. Develop and maintain excel spreadsheets when required.
- Provide proficient use of software e.g. Delta system, Outlook, MS Word, MS Excel, SharePoint, CELCAT and Student Management System (STRATA). Manage adhoc room bookings as requested by teaching staff with Melbourne Polytechnic timetable co-ordinator and updating on Celcat.
- Attend and participate in departmental and institute training to upskill and maintain knowledge of internal processes.
- Actively participate in adapting and improving administrative processes and policies within the Department as and when changes arise, whilst maintaining compliance with Melbourne Polytechnic's policies and procedures
- Collaborate with the Directorate Administrator to assure consistency of administrative systems within the Department.
- As instructed by the Directorate Administrator, assist the department with the updating of documentation for new course training packages as required.
- Ensure relevant and current program information is available on the staff and student portals.
- Provide assistant to the Department to raise tax invoices, purchase orders and prompt payments, if required.
- Communicate effectively with prospective and current students to provide course information, advice and enrolment support.

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- Provide administration support in the lead up to the hosting of events, meetings, or training associated with the Department's Vocational Education and Training Programs as required.
- Provide effective and supportive confidential administrative assistance to the Directorate Administrator, Program Leads, Lead Teachers and Managers where required.
- Provide and assist with other duties as directed by the Directorate Administrator as required within the scope of this classification

### Key Relationships

#### Internal

The Directorate office, Directorate Administrator, the Department administration team, Managers, relevant teaching teams and other departments within the institute as required

#### External

Students and industry stakeholders

### Key Performance Indicators (KPI)

To be developed with the Directorate Administrator

### Key Selection Criteria

1. Appropriate tertiary qualifications or equivalent together with demonstrated experience in administrative support roles preferably in an education setting and a Working with Children Check.
2. Demonstrated high-level administrative and organisational skills including skills in document presentation, drafting and formatting, producing excel spreadsheets, database maintenance, filing and administrative systems maintenance and high-level literacy of the Microsoft Office suite.
3. Experience in the use of Learning Management Systems (LMS).
4. Demonstrated experience in or ability to undertake administrative support of internal and external accreditation processes in higher education.
5. Excellent written, oral and interpersonal communication skills and a demonstrated ability, commitment and attitude to effective communication and liaison with internal and external stakeholders.
6. Demonstrated advanced organisational and problem-solving skills, the ability to be proactive, successfully arrange priorities, meet deadlines, continually improve operational strategies and be self-motivated and flexible in responding to changing work priorities.
7. Demonstrated ability to work effectively both independently and as part of a team.

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8. Ability to use tact, diplomacy and capacity to maintain confidentiality.
9. Demonstrated knowledge of and commitment to Occupational Health and Safety, Anti-Discrimination, Quality Assurance and Continuous Improvement principles.

### Behavioural Competencies

At Melbourne Polytechnic all staff will behave in accordance with our Values of:

- Authenticity
- Shared Commitment
- Future Focus
- Operational Excellence
- Courage
- Ownership

### Safety Issues Significant to the Position

Manual handling and extensive use of keyboard operation and visual display unit, as it relates to an office environment.

### Health and Safety

All employees are responsible for:

- Compliance with the Institute policy, safety systems and applicable health and safety legislation and regulations
- Reporting any and all conditions or unsafe practices that may affect the health of employees or others to management promptly
- Recommending improvements to health and safety practices
- Adopting safe work practices that comply with health and safety requirements and must not wilfully place at risk the health and safety of any other person in the workplace
- Assisting in timely completion of any corrective action in accordance with reporting/investigation procedures
- Participating in relevant health and safety induction, training and other relevant activities
- Using and maintaining all safety equipment provided

### Managers must also (delete if not applicable):

- Ensure all appropriate actions are taken to implement health and safety policies and procedures and legislative requirements
- Accept operational responsibility for health and safety performance within work areas under their control
- Where immediate resolution to a risk cannot be achieved and the threat to health and safety is immediate direct that work must cease.
- Ensure all issues raised and the handling of health and safety matters are treated seriously and sympathetically under the strictest confidence.
- Effectively communicate Health and Safety Policies, procedures and workplace issues with senior management and employees

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- Support Health and Safety Representatives and First Aid Officers in fulfilling their responsibilities
- Ensure employees are provided with information, instruction, training and supervision to enable them to perform their work safely.
- Consult with employees and their Health and Safety Representatives on matters relating to workplace health and safety.
- Ensure health and safety responsibilities are included in all employees' Position Descriptions under their control.
- Ensure health and safety performance and compliance is monitored at Site level and regularly reported to the CEO.

### Sign Off

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*Employee's Name*

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*Department Manager's Name*

\_\_\_\_\_  
*Employee's Signature*

\_\_\_\_\_  
*Department Manager's Signature*

Date:     /     /

Date:     /     /