

POSITION DESCRIPTION

Student & Program Administration Support Officer

POSCS1073

ISO9001 | Approved by Neos Zavrou | Next Revision: 05/05/18



Hours:	Part-time 0.4 FTE
Location:	660 Bridge Road, Richmond 3121
Classification:	OH2
Reports To:	Manager, Odyssey Institute
Direct Reports:	N/A

The Organisation

Odyssey House Victoria (OHV) is a place of hope and positive change for individuals working towards breaking their pattern of addiction. At OHV we believe that every person should have the opportunity to change and grow. Our diverse teams work with individuals, families and communities to reduce drug use, improve mental health and reconnect people to their family and the community. OHV is also a registered training organisation trading as Odyssey Institute (RTO ID 20995), and holds registration with VicRoads for the provision of drink and drug driver behaviour change programs.

Position Objective

The Student and Program Administration Support Officer is responsible for providing excellent customer service in response to student and other program participant enquiries. The key objective of the position is to provide effective administrative and program support to the Odyssey Institute through utilisation of sound, recordkeeping, IT systems and effective communication skills.

Role Responsibilities

Customer Service

- Timely response to phone and email enquiries, with a focus on :
 - Providing accurate information;
 - Promoting the Institute programs; and
 - Proactively responding to and resolving participant and student concerns.
- Accepting, processing and monitoring bookings for Drink and Drug Driver Behaviour Change Programs
- Monitoring and reporting on customer feedback.
- Processing payments via EFTPOS
- Liaising effectively with trainers, assessors and program facilitators.

Student Administration

- Completing, updating, monitoring and reporting on program applications, enrolments and records;
- Monitoring/issuing invoices, receipts and student records;
- Conducting file audits as required;
- Organising meetings, including taking action notes and minutes as required;
- Assisting in preparations for training sessions including booking training venues and liaising with trainers; photocopying and collating course materials; and
- Ensuring all tasks are completed in accordance with the Institute's obligations under VET funding contract and other contracts as held from time to time.
- Other tasks as directed by the RTO Manager

Data Systems

- Inputting data and generating reports from the Student Management System (SMS - JobReady) and other records/data systems;
- Generating reports from the SMS, including those related to student participation, engagement and submissions;
- Uploading and monitoring currency of resources for access by students in the Student Management/Learning systems.
- Transferring data between systems as required

Key Selection Criteria

1. Demonstrated knowledge and experience in office administration, including knowledge of record keeping, administrative procedures and processes
2. Excellent customer service and complaints handling skills.
3. Demonstrated problem solving skills, with a positive and flexible work attitude.
4. Strong organisation and time management skills.
5. High levels of attention to detail and quality.
6. Ability to develop and maintain effective working relationships and to communicate productively within a team of trainers, facilitators and other administration officers, students and other stakeholders
7. Understanding of Vocational Education and Training standards and funding contract requirements for data reporting.
8. Experience in working within student management and learning systems.

Essential Requirements

- Satisfactory outcome of a confidential Police Check and Working with Children Check. OHV is committed to child safety and is a child safe organisation.
- Empathy for those whose lives have been affected by problematic alcohol and other drug use/ and or mental health disorders.
- Sound information technology skills, including proficiency in databases, MS Word, Excel etc.
- Eligibility to work in Australia.

Desirable Requirements

- Qualifications in Business Administration / Information and Communications Technology or equivalent experience.
- Ability to work within a variety of data systems.
- Understanding of requirements for registered training organisations for data reporting and meeting contractual obligations.
- Ability to travel between Odyssey House sites as required from time to time.

I have read and understand the requirements of my position.

Name: _____

Signature: _____

Date: ____/____/____