



## Position Description

SEDA Group (SEDA) is a leading provider of hands-on education that delivers senior secondary and post-secondary qualifications that are designed to engage, educate and empower young people as they transition onto employment or further education.

<b>Position title:</b>	Administration Assistant
<b>Immediate Manager:</b>	Administration Manager
<b>Status</b>	Full time
<b>Term</b>	On-going
<b>Location</b>	Hawthorn East
<b>PD reviewed date</b>	May 2019

## About SEDA GROUP

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SEDA Group (SEDA) exists to be a progressive organisation, highly regarded for how we empower, support and believe in young people.

Established in 2006, SEDA is an applied learning education organisation, which has developed a unique teaching and learning model that embraces an experiential approach to learning with strong industry partnerships. As a national organisation, SEDA partners with over 45 leading national, state and local sport, recreation, community, building and trade organisations. SEDA programs are currently being delivered in Victoria, NSW, WA, SA and the NT.

The SEDA model sees the delivery of a senior secondary, higher education and vocational qualifications, with a strong connection to a range of industry partners. SEDA has delivered the SEDA model in its own right and through a range of partnerships and licensing arrangements with other education providers, including public and independent schools.

SEDA's business also includes the development and delivery of recreation programs – our aim is to be regarded as a quality provider of services in the sport and recreation sector and other like industries.

Our staff undertake their roles with a commitment to SEDA's values:

- **Integrity**  
We act with transparency, honesty and fairness. We own our decisions and behaviours.
- **Innovation**  
We encourage new thinking, listen to ideas and have an open mind
- **Professionalism**  
We set high standards, give our best and are consistently reliable. We deliver on commitments
- **Collaboration**  
We work in partnership willingly. We share challenges and successes

## Purpose of the role

The primary purpose of this role is to be responsible for the effective and efficient administration of all aspects of SEDA Group's operations. Responsibilities cover a number of critical areas of the business including ASQA/VRQA/AQF compliance, DET and VET Funding Contract compliance, administration services provided to partners and stakeholders and general administration relating to SEDA Group's training and assessment services

## Key Duties

- Assist with administration of VETTRAK student management system
- Contribute to the administration of SEDA Group enrolment processes
- Print and post/distribute certificates and statements of attainment
- Ensure organisation adheres to Quality and Compliance requirements
- Deal effectively with inbound calls and client queries

## Primary Responsibilities

Accountabilities	Overview
<b>Administration</b>	<ul style="list-style-type: none"><li>• Assist with administration of VETTRAK student management system</li><li>• Assist with administration of VET Student Loans</li><li>• Deal effectively with inbound calls and client queries</li><li>• Contribute to the administration of SEDA Group enrolment processes</li><li>• Monitor, collate and report on student attendance</li><li>• Administer data entry for student results, completions and cancellations</li><li>• Print and post/distribute certificates and statements of attainment</li><li>• Assist with the administration and preparation of training and assessment materials</li><li>• Create and maintain staff and student files including storage and archiving of files as directed</li><li>• Assist with organising SEDA Group events</li><li>• Assist with compilation and collation of surveys and evaluations as part of the broader evaluation process/framework</li><li>• Assist in the administration of information sessions, inductions and enrolment days</li><li>• Collect and process various forms ensuring accuracy of entered data</li><li>• Contribute to evidence of participation and quality checks in conjunction with the Quality and Compliance Manager</li><li>• Assist with printing and distributing enrolment packs</li><li>• Print and distribute student cards</li><li>• Assist with and undertake student file audits</li></ul>
<b>General</b>	<ul style="list-style-type: none"><li>• Support the administration team with administration tasks as required</li><li>• Maintain office, stationery, photocopying and general supplies in consultation with the Administration Coordinator</li><li>• Assist with building maintenance requirements</li><li>• Contribute to SEDA Group Management or Administration meetings as required</li><li>• Maintain and distribute minutes to meetings as required</li></ul>

	<ul style="list-style-type: none"> <li>• Adhere to SEDA Operations Manual and Business Processes</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ensure responsibility and accountability for adhering to the risk principles outlined in the Risk Management Policy and Procedures</li> <li>• Ensure organisation adheres to Quality and Compliance requirements</li> <li>• Provide reception cover where required</li> </ul>
<b>Facilitate continuous improvement across all aspects of the role</b>	<ul style="list-style-type: none"> <li>• Develop and maintain a culture/environment which ensures best outcomes for all parties accessing the organisation</li> <li>• Continually evaluate and improve the quality of the position by showing initiative and foresight for effective change.</li> <li>• Actively participate in continuous improvement</li> </ul>
<b>Associated Duties</b>	<ul style="list-style-type: none"> <li>• Attend and participate in relevant staff, department meetings and planning workshops</li> <li>• Work as an effective team member within the Administration team, providing assistance and support as required to meet goals and objectives.</li> <li>• Undertake other duties which are appropriate to the level of the position, as directed by the Manager.</li> <li>• Act in accordance with SEDA Group values and policies and procedures</li> <li>• Cooperate with all health and safety policies and procedures and take all reasonable care for their own and others' health and safety.</li> </ul>

## Key Relationships

Internal	External
RTO Senior Manager	Students
Administration Manager	Parents
Administration Coordinator	SEDA College Staff
SEDA Group Training Operations Team	Industry Partners and Stakeholders

## Skills, Knowledge and Experience

- Proven ability to take initiative, work autonomously and productively as part of a team, and establish and maintain professional relationships with key stakeholders both internal and external to an organisation
- Excellent interpersonal skills and proven ability to perform effectively as part of a team, to work independently and with minimal supervision and to work collaboratively with managers, staff and external parties.
- Demonstrated proven ability to produce high quality work, through demonstrated attention to detail and flexible approach to diverse work demands in a fast-paced environment.
- Excellent organisational skills including a demonstrated ability to initiate and follow up tasks, work independently, and prioritise and monitor progress to ensure the completion of work within agreed timelines.
- Strong administrative skills
- Proficiency in PC based software packages including Office and Outlook
- Well-developed communication skills with an ability to respond to phone or face-to-face enquiries in an effective and professional manner

- Well-developed written communication skills
- Demonstrated ability to work as an effective team member and to establish and maintain collaborative working relationships.
- Demonstrated adherence to company values, and ability to act with respect, honesty and integrity
- Preparedness to identify procedural efficiencies and make recommendations to management
- Knowledge of the vocational education and training sector is an advantage
- Knowledge of VETTRAK (or similar) is an advantage

## Other Requirements

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- Conditions of engagement including probation, health and character checks (including Working with Children Check) will apply to this position.
- To be eligible for engagement, you must have Australian or New Zealand citizenship or permanent residency status.
- Applicants need to meet the selection criteria outlined in SEDA Group’s Skills First contract to be eligible for engagement.

The list of responsibilities herein is not intended to be all-inclusive, and may include additional responsibilities as required and assigned. It may become necessary to modify/change these position responsibilities from time to time.

## Position Description Acceptance

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I \_\_\_\_\_ (Incumbent Name) have read and, understood the above Position Description and agree to carry out the duties listed in my position description.

Signed ..... Date