

POSITION DESCRIPTION FORM

Department:	Training and Education
Position Title:	Training and Education Administration Officer
Position Level:	3.1
Location:	7 Delawney Street, Balcatta
Main Purpose of Role:	To provide professional and timely customer service to internal and external customers of Surf Life Saving Western Australia in all facets of SLSWA accredited and non-accredited training. The role incorporates all facets of administration support to both member and non-member training.
Reporting To:	Training and Education Coordinator
FTE:	1.0

Position Description
<p>This role focuses on course/paperwork administration and processing, customer service and public course administration. The ability to work within an RTO system is essential.</p> <p>An integral part of this role involves liaising with all internal and external customers in a professional manner whilst maintaining the values and integrity of Surf Life Saving Western Australia.</p>

Position Deliverables		
FUNCTION	KEY ACTIVITIES	OUTCOME
Customer Enquiries	<ul style="list-style-type: none"> - Proactively respond to all customer queries in a timely manner. - Participate in weekly customer service roster. 	Enquiries to be actioned within 24 hours of request
Training Course Administration	<ul style="list-style-type: none"> - Receive resources and course paperwork following the completion of courses - Audit course paperwork in preparation for processing to assure they meet RTO compliance requirements - Ensure all course paperwork discrepancies are resolved prior to processing - Input bookings and confirm details for inbound course requests from regular training partners that have agreed fixed rates - Management of CTF processes, training enquiries and invoicing - Processing and transfer of course paperwork into the training management system - Complete all course administration within the compliance requirements of an RTO 	Weekly reporting
Invoicing / Purchase Orders	<ul style="list-style-type: none"> - Use the SLSWA accounts management system to enter all Training and Education sales data in preparation for invoicing - Work with SLSWA Accounts Dept to ensure all sales are invoiced correctly - Creation of Purchase Orders for external suppliers 	
Public Course Management	<ul style="list-style-type: none"> - Set dates for all upcoming SLSWA public courses in consultation with Training & Education team - Update public course information in all SLSWA databases and websites - Monitor public course numbers to determine course thresholds - Provide regular updates of course enrolment numbers to Training & Education team - Manage course bookings, cancellations and customer enquiries as required - Communicate with customers to resolve any issues as required - Liaise with venues and manage bookings 	Weekly reporting
Auspice and SLSWA club partnership course management	<ul style="list-style-type: none"> - Manage all incoming auspice course request forms - Administer SLSWA club courses, provide resources as required and assist clubs with course implementation - Administer commercial auspice course requests in association with SLSWA Compliance Officer - Receive and process paperwork for auspice courses - Communicate with auspice partners to resolve any course or trainer issues as required 	
Resource Management	<ul style="list-style-type: none"> - Order resources as required for both internal and external customers - Maintain resource register - Research resources and pricing as required - Ensure all equipment is maintained - Management of online learning resources 	Weekly reporting

Equipment retail sales	<ul style="list-style-type: none"> - Respond to customer enquiries for first aid equipment retail sales - Gain quotes and prices from suppliers for requested equipment - Provide quote to customers - Order and deliver equipment as per customer requirements 	
Online Course Administration	<ul style="list-style-type: none"> - Administer the content and currency of online courses in SLSWA databases and online booking system - Monitor all online courses, modify customer data and provide ongoing updates as required 	Weekly reporting
Data Processing	<ul style="list-style-type: none"> - Processing of completed courses for community and auspice/partnership training including printing and distribution of certificates 	Weekly reporting
Training and Education Support	<ul style="list-style-type: none"> - Provide assistance to member training as required 	Weekly reporting
Other Duties	<ul style="list-style-type: none"> - Undertake other duties as required by the Coordinator and General Manager 	

Selection Criteria	Essential/ Desirable
<p>Experience</p> <p>Skills</p> <ol style="list-style-type: none"> 1. Ability to liaise with customers from all demographics. 2. Proficiency in Microsoft Office suite, internet and databases. 3. Ability to work unsupervised within a team environment. 4. Ability to work with volunteers <p>Knowledge</p> <ol style="list-style-type: none"> 1. Knowledge of Surf Life Saving Clubs and awards structure 2. Knowledge of workplace/commercial training practices 3. Knowledge of VET standards, structures and systems <p>Behaviours</p> <ol style="list-style-type: none"> 1. Integrity and trustworthiness 2. Demonstrates initiative 3. High level of professionalism and composure under pressure 4. Excellent communication skills and a customer first focus 5. Strong organisational skills and attention to detail <p>Qualifications</p> <ol style="list-style-type: none"> 1. Tertiary qualification in an appropriate field 2. Certificate IV in Training and Assessment <p>Special Requirements</p> <ol style="list-style-type: none"> 1. A National Police Check 2. Current Western Australian driver's licence 3. Current Working with Children Check 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p>

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