



AUSTRALIAN NURSING AND MIDWIFERY FEDERATION (TASMANIAN BRANCH)

POSITION DESCRIPTION

POSITION TITLE:	Student Support Officer (Health Education and Research Centre – HERC)
REPORTS TO:	HERC Business Manager
JOB DESCRIPTION:	The Student Support Officer is responsible for the effective day to day management of all general administrative duties associated with students, internal and external stakeholders and all Health Education and Research Centre educators and staff
TERMS & CONDITIONS OF EMPLOYMENT:	Contained in the current Australian Nursing and Midwifery Federation (Tasmania Branch) Administrative Staff Agreement 2018
SALARY PER ANNUM (FULL TIME):	Band 3 plus Superannuation 14.5% Health and Human Services (Public Sector) Award

KEY SELECTION CRITERIA

- Demonstrated experience in a similar administrative role;
- Strong background and experience in a VET and/or general education environment;
- Proficient IT knowledge and computing skills including using Word, Excel and Power Point;
- Significant, practical experience and demonstrated ability to manage student databases, such as VETTrak or similar;
- Experience in version control of documents;
- Excellent verbal and written communication skills;
- Ability to work collaboratively within a team environment as well as autonomously and seek direction as required;
- Ability to engage and work with a variety of internal and external stakeholders;
- Demonstrated ability to manage multiple projects and deadlines to a high standard of accuracy;
- Commitment to the principles of Unionism.

DESIRABLE ATTRIBUTES

- Certificate III in Business Administration;
- Current valid driver's license.

DUTY STATEMENT

- All facets of student support including information sessions, facilitating LLN testing, enrolments, resulting, completions, withdrawals and creates and maintains relevant hard copy and electronic student files;
- Manage all course enrolment enquiries and enrolment processes;
- Process and monitor HERC financial transactions, including taking student payments, organising student payment plans and managing student late/non-payments, in association with the HERC Business Manager;
- Manage general client enquiries regarding RTO operations including course enquires and course recruitment;
- Distribution and collection of feedback/evaluations, from students and industry, for courses and clinical placement;
- Ensure that accurate student data is entered and maintained in the Student Management System (VETTrak) at all times, as well as ensuring that risk is managed through proactively identifying quality issues at a student file/record level;
- Manage, contribute to and ensure all HERC improvements are documented in the Continuous Improvements Register, including ensuring all Continuous Improvement forms are entered correctly and resolved;
- Conduct quality assurance of student files and issue Certificates and Statements of Attainment accordingly;
- Administrative support for the Continuing Professional Development Coordinator role (registrations, finances, catering, room booking, phone enquires etc);
- Provide a high level of administration support to HERC educators and staff including minuting meetings as required;
- Operate IT systems and ensure training rooms are set up and problem solve any IT issues for educators or students in conjunction with the IT Coordinator as appropriate;
- Set up and monitor student Moodle accounts and Microsoft Office 365 accounts including problem solving issues that may arise (unable to access, cannot navigate site);
- Contribute to operational planning;
- End to end management of Clinical Placements (in Aged Care) including contacting facilities for placement organising student agreements, clinical placement books, letters to facilitates and students;
- Complete Skills Tasmania and TQA reporting monthly, and monitor/rectify all warning and errors resulting from the reporting;
- Ensure effective information dissemination and marketing support for course recruitment;
- Create/format any documentation required for business needs, including student timetables;
- Other duties as required.

GENERAL REQUIREMENTS

- Ensure ANMF (Tas Branch) and HERC is promoted positively and effectively;
- Develop successful relationships and network with relevant internal and external stakeholders, including from other ANMF branches as required;
- Understand the roles, structure and operation of the ANMF (Tas Branch) and HERC and work within relevant legislative requirements, ANMF and HERC policy guidelines and instructions;
- Undertake personal and professional development as required and directed;
- Contribute to the review and development of ANMF (Tas Branch) and HERC policies, procedures and systems;
- Work with minimal supervision to achieve set outcomes.
- Ensure the confidentiality of member/student information and other documentation including privacy requirements and legislation.

PERFORMANCE REVIEW:

The Student Support Officer will participate in performance review processes, annual professional development planning and staff development programs.

- Performance review will take place:
- Following a period of 3 months employment;
- Following a period of 6 months employment
- Annual periods thereafter.

The Student Support Officer is expected to participate in orientation programs for new staff and act as a mentor for new or existing staff as and when required.