

ROLE DESCRIPTION



MAKE GREAT HAPPEN



Role Title	Country Administration Officer	Job Ad Reference	TQ2024-781
Region or Business Unit	TAFE Queensland International Education	Location	Samoa Campus
Portfolio	Australia Pacific Training Coalition (APTC)	Reporting	Manager Operations
Classification Salary	NS2		
Employment Status	Fixed-term, Full-time to 31 March 2025		

About TAFE Queensland and the Australia Pacific Training Coalition

TAFE Queensland is the largest and most experienced Vocational Education and Training provider in the State. For more than 140 years, TAFE Queensland has delivered practical and industry-relevant training to provide students with the skills and experience they need to build lifelong careers. Our training is delivered to students and apprentices on-site, online, in the workplace, on-campus and in markets offshore to give people the skills they need to enrich their communities, support their industries and strengthen their local economies.

TAFE Queensland also implements the Australia Pacific Training Coalition (APTC) on behalf of the Department of Foreign Affairs and Trade (DFAT). APTC is a centre for training excellence, providing Australian-standard training qualifications and skills across the Pacific and Timor-Leste. As Australia's key Technical and Vocational Education and Training (TVET) investment in the region, APTC works collaboratively with TVET stakeholders to achieve training delivery outcomes and reforms to national and regional TVET systems.

APTC has country offices in Fiji, Vanuatu, PNG, Samoa, Solomon Islands and Timor-Leste and representatives in Kiribati, Nauru, Tonga and Tuvalu. The Country Offices are supported by a range of services provided from a regional head office located in Suva, Fiji.

By working at TAFE Queensland, you can be part of a highly experienced workforce closely connected with their industries and dedicated to delivering best practices and innovative training for our students, TVET partners and the Government of Australia.

For more information about TAFE Queensland visit: www.tafeqld.edu.au

For more information about the APTC visit: www.aptc.edu.au

Your Opportunity

The Country Administration Officer is the first point of contact at the Samoa Country Office and is responsible for being an excellent ambassador for the organisation at all times. The incumbent will ensure that the reception is managed to the highest standard, ensuring that all customers (students, staff, visitors) are welcomed in a professional, friendly and efficient manner and treated with a high level of customer support – in person or on the phone. Additionally the Country Administration Officer will be responsible for providing support and a comprehensive range of administrative services to trainers and managers of the APTC including but not limited to, student support services, access bursary, marketing, data management and finance ensuring compliance with APTC policies and work instructions.

The Country Administration Officer will also undertake general administration tasks as required.

Key Responsibilities

1. Accurately and efficiently administer designated functions of the APTC which may include the following services:
 - o Student recruitment and processing, student support and access bursary administration.
 - o Human resources, marketing, monitoring and evaluation, financial transactions and travel, and logistics and procurement.
 - o Communication, secretarial, data entry and general administration services.
2. In conjunction with other administration staff and trainers ensure the efficient implementation of the Student Admissions program:
 - o Receive and review application for course admission forms from applicants, ensuring full completion of all details and upload softcopies of applications to the APTC network.
 - o Arrange for applicants to undergo Literacy, Language and Numeracy (LLN) assessment and Vocational Skills assessment and upload electronic copies of completed tests to the APTC network.
 - o Ensure that access bursary details for eligible applicants are updated and available on the Customer Relationship Management (CRM) system for review.
 - o Distribute correspondence to course applicants and employers.
 - o Assist with domestic and international travel bookings for mobilising students as requested.
 - o File all documentation relating to applicants and students, both in hard copy and electronically.
 - o Assist with the arrangement and conduct of student pre-departure briefings, orientations, graduations and other events as requested.
3. Assist the Vocational Training Manager and Trainers with training and delivery tasks such as student timetabling, attendance roll books and other administrative tasks.
4. Assist the Finance Officer with procurement activities such as obtaining quotes, conducting stock takes, maintaining stock levels, processing of invoice payments and other administrative tasks as requested.
5. Arrange for cleaning and maintenance of APTC vehicles and facilities as per established schedule.
6. Undertake general clerical and office tasks, including preparation of letters, reports and other documentation, photocopying, collection and distribution of mail, provision of reception services, running errands and organising meetings.
7. Provide a high level of customer service for the APTC, both internally and externally.
8. Comply with relevant APTC codes of conduct and report workplace health and safety (WHS) incidents and arrange first aid treatment when necessary.

How you will be assessed

Within the context of the role description, the ideal applicant will be someone who has the following key capabilities:

1. Diploma level qualification in a related field or post-secondary qualification and demonstrated experience in related field.
2. Excellent written and verbal communication skills in English and local language, excellent telephone skills, listening skills, professionalism, customer focus and organisation skills including the ability to prepare papers, briefing notes, correspondence and reports.
3. Demonstrated proficiency in administrative skills and ability to adapt established practices to achieve objectives in a busy and complex work environment.
4. Proven capacity to exercise independence and judgement in the performance of their work.
5. Intermediate (or advanced) ability to use Microsoft Word, Excel, PowerPoint and Outlook.
6. Ability to work collaboratively as part of a small and dedicated team.
7. Experience in using databases and desktop publishing software would be an advantage.

Qualifications / Requirements

Highly desirable requirements:

Ability to work both independently and as part of a small and dedicated team, as well as across multiple sites.
Experience working within an educational organisation.
Experience working on an aid-funded project, preferably Australian Government.

How to Apply

To apply for this role, please provide the following:

- A covering letter that outlines your proven knowledge, skills and experience in response to the “How you will be assessed” criteria above (maximum of 2 pages).
- A current detailed Curriculum Vitae/Resume which outlines your relevant work experience and any other information that is relevant to this role. Please include copies of relevant qualifications and the contact details of two referees (one of whom is your current supervisor/manager).

Additional Information

- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.
- The incumbent is expected to be collaborative, flexible and willing to assist others during peak periods and absences, as required.
- A criminal history check will be initiated on the preferred applicant.
- The successful applicant will be required to complete a period of probation.
- The possession of a motor vehicle driver’s licence is essential.
- If the preferred applicant has been engaged as a lobbyist, a statement of their employment will be required.
- A non-smoking policy applies in APTC buildings, offices and motor vehicles.
- The preferred applicant maybe required to obtain a Working with Children’s Check
- You may be required to undergo a medical check.
- You may be required to travel and work across various APTC locations.
- Travel and overnight absences from base may be required for this position.