

Job Title:	Administration Officer – Training Administration
Job No:	AA180
Dept/Business Unit:	Training Administration / Finance and Administration
Accountable to:	Financial Controller
Reporting to:	Training Administration Manager
Our Vision:	Be the leading provider of aviation and aerospace training, helping to shape the future of the industry.
Our Values:	Safety, Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs

PURPOSE

The Administration Officer – Training Administration is responsible for providing a range of administrative support to the Training Administration team. The incumbent plays a key role in managing day-to-day admin duties, assisting with customer enquiries and relevant student enrolment and setup tasks.

DUTIES

- Provide a range of administration services to the Training Administration team in order to assist in providing ongoing effective services to clients and students. This includes data entry, entering of student results, processing enrolments, assisting with the completion of Certificates, filing and scanning.
- Assist customer enquiries by providing course, pricing and enrolment information in a timely manner.
- Assist in the management of administrative course setup, including student management system, website publishing, online enrolments, induction and completion.
- Administer student access as required to the relevant online student portals, including Wise.NET student management system, LaunchPad online learning system and CELCAT timetables.
- Accurately record and report all student enrolments (commencements, withdrawals and completions).
- Participate in the cover of reception, including taking phone calls, assisting with student purchases, assisting with administration tasks and directing customer enquiries to the relevant business unit.
- Ensure students have paid the required course fees as per their required payment schedule.
- Participate in evaluation, quality assurance and continuous improvement processes.
- Undertake other duties as required by the accountable / reporting manager and senior management.

- Comply with the requirements of Aviation Australia's:
 - Code of Conduct
 - Work Health and Safety legislation
 - Policies and procedures

AUTHORITIES

The Administration Officer – Training Administration has the authority to:

- Educate, counsel and/or discipline students in compliance with the organisation's policies and procedures.

SELECTION CRITERIA

Qualifications

Desirable

- A recognised qualification in an administrative discipline or equivalent.

Experience

Desirable

- Experience working in a similar administrative role.
- Experience in the vocational training sector or in a training/learning and development environment.

Knowledge and Skills

Essential

- Demonstrated experience and/or knowledge of how to effectively work with a diverse workforce, to ensure the workplace is safe from discrimination, bullying, harassment or sexual harassment.
- Superior interpersonal and customer service skills with the ability to display a courteous and professional manner at all times.
- Excellent written and oral communication skills with high level attention to detail and accuracy.
- Ability to interpret and apply legislation, regulations, policies and procedures.
- Demonstrated ability to resolve issues through negotiation and consultation with other team members.
- Well-developed problem-solving skills.

- Demonstrated ability to deal with sensitive issues and maintain confidentiality.
- Strong organisational skills with the capacity to prioritise work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Strong computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Preparedness to undertake training as required.

Personal Qualities

Essential

- Enthusiastic, energetic and motivated approach to work.
- Actively contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Ability to build rapport and credibility with stakeholders and develop strong working relationships.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.