

ROLE DESCRIPTION

ROLE TITLE: SUPPORT OFFICER CLASSIFICATION: ASO2 POSITION NUMBER: VARIOUS	ORGANISATION: TAFE SA DIVISION: STUDENT EXPERIENCE CORPORATE HUMAN RESOURCE DELEGATION: NIL
REPORTS TO: <ul style="list-style-type: none"> Team Leader 	FUNCTIONS REPORTING TO THIS ROLE: <ul style="list-style-type: none"> NIL
ROLE PURPOSE: <ul style="list-style-type: none"> The Support Officer is responsible for the provision of a wide range of administrative duties, which support the delivery of high-quality education programs. In performing these duties, the Support Officer may, on a day-to-day basis, support the work of TAFE SA teams and will liaise with a diverse range of key stakeholders. In all cases the Support Officer is expected to work as part of a larger Administrative Services team to ensure a high standard of customer service is provided to internal and external customers at all times. 	
KEY OUTCOMES OF THE ROLE: <ul style="list-style-type: none"> Deliver high quality customer service demonstrating a student-centred approach to delivery, taking ownership and seeking solutions to resolve problems within level of delegation. Provide a responsive front-line service to enquiries and support requests regarding TAFE SA services, via phone, email, face-to-face, including at events, and prioritise actions according to urgency. Provide support to students, staff and communities in accessing resources and information. Undertake a range of administrative and service functions that support the key deliverables of TAFE SA business operations, including providing flexible support across the organisation and meeting performance indicators as required. 	<ul style="list-style-type: none"> Ensure an understanding and adherence to relevant standards, policies, procedures, guidelines, work instructions and systems. Utilise systems to accurately record information in a secure, compliant and timely manner. Contribute to the effective management of TAFE SA finance operations, for example but not limited to, student account investigations, banking, reconciliations, invoicing and requisitions within delegation levels. Demonstrate the values of trust, honesty and respect which build and sustain a 'One Team' organisational culture

KEY RELATIONSHIPS / INTERACTIONS:

- The Support Officer works under the direct supervision of their line manager and interacts with other team members across Student Experience and Education Business units.
- Interaction with a range of key stakeholders, including.
 - TAFE SA Management Team
 - Education Business Units
 - Students
 - Business Customers
 - Quality, Teaching and Learning
 - Business Development, Regional Managers and Marketing Corporate areas including ICT, Procurement, Facilities, Finance
 - Corporate areas including ICT, Procurement, Facilities, Finance
- Other Government Agencies and Non-Government organisation

SPECIAL CONDITIONS:

- Some out of hours work may be required including intrastate and interstate travel.
- Incumbent will be required to participate in the department's Performance Development Program.
- Eligibility to work in Australia.
- Applicants will be required to undergo the appropriate and relevant Employment Screening Assessment(s) required for this role in line with the TAFE SA Preemployment Checks. This role requires:
 - ✓ Working with Children Check
- It is an ongoing condition of employment for all employees whose employment is subject to a Health Direction/site requirement, including but not limited to an Emergency Health Direction, that they are fully compliant with the requirements of the relevant Directions in order to perform their duties. This will also include but not be limited to: COVID 19

KEY SELECTION CRITERIA:

- **Essential** - Relevant experience in providing high quality student/customer centric service in a front-line environment.
- **Essential** - Relevant experience in resolving customer queries and escalating where necessary, creating solutions and achieving outcomes for the customer in line with business processes.
- **Essential** - Ability to communicate both orally and in writing, with excellent customer service skills. Work sensitively and effectively with a diverse customer and student cohort, including people with disabilities and from diverse cultural and linguistic backgrounds.
- **Essential** - Ability to successfully adapt and positively contribute to improvement in an environment of continuous change.
- **Essential** - Ability to prioritise and manage fluctuating workloads, in a high-volume, deadline-driven customer service environment to achieve team objectives.
- **Essential** - Ability to work collaboratively in a team environment and, under general direction, exercise judgement in the interpretation of regulations, procedures and instructions.
- **Essential** - Experience in the use of multiple systems, such as databases, email, Office 365; Excel and Word, with the ability to undertake efficient and accurate data entry while maintaining data quality standards.
- **Essential** - [Knowledge and understanding of Aboriginal Culture and Community](https://www.dca.org.au/resources/aboriginal-and-torres-strait-islander-peoples). (<https://www.dca.org.au/resources/aboriginal-and-torres-strait-islander-peoples>)
- **Essential** - Knowledge and understanding of Workplace Health & Safety (WHS) requirements.