

POSITION TITLE: Training Apprenticeship & Traineeship Support Administrator
POSITION REPORTS TO: Training Apprenticeship & Traineeship Support Leader
DEPARTMENT: VET Directorate
DIRECT REORTS: Nil
CAMPUS LOCATION: Multi-Campus Institution (Direction of Manager)
POSITION NUMBER:
CLASSIFICATION: Melbourne Polytechnic Academic and Professional Staff Agreement 2023
LEVEL:

POSITION PURPOSE

- *To assist the Trade Apprenticeship & Traineeship Support Unit and be part of a highly dedicated team offering support to the trade delivery staff, employers, apprentices and trainees in timely and compliant commencement. Ensure completion of all contractual obligations both internal and external to the institute relating the apprenticeships and traineeships*
- *Work as part of the Directorate's team, working in a flexible and collegiate manner to ensure the institutes policies and procedures are implemented, and that efficient and effective administration is provided, and dealings with internal and external stakeholders is professionally undertaken.*

STAKEHOLDER MANAGEMENT

Internal:

Directorate Office
Directorate administration team
Managers
Relevant teaching teams
Other departments within the institute as required

External:

Students Employers
Industry stakeholders
Apprenticeship network providers
Other peak bodies as required

Melbourne Polytechnic Values

Welcoming

We all belong. We welcome and appreciate diverse ideas, and we embrace differences. We are open-minded, kind and compassionate so that everyone feels valued and respected. We create safe spaces for every person to come with their whole self and achieve their full potential. When everyone feels supported, our community is a better place.

Curious

We have a passion for learning. Curiosity inspires us to be creative and find different ways of looking at the world. When we listen well and ask thoughtful questions, we learn more and can adapt well to change. Our enthusiasm for learning and sharing knowledge drives us to improve. We are open to, and respectful of, everyone's experience and contribution. We seek out, and are receptive to, new skills and ideas. We find better ways of doing things that benefit our community.

Collaborative

We are better together. We support and empower each other as we work towards our shared vision. We achieve more when we share our work, ideas and solutions in a respectful way. We make it easy to connect and collaborate with each other, our students, industry and community.

Accountable

We all act with integrity. We hold ourselves to a high standard and are responsible for our actions. We take our role seriously and our vision informs every decision we make. In every interaction we are honest, respectful and fair. We deliver on our commitments to each other, our students, industry and community.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

- Assist in the administration of the Trade Support Unit in end-to-end operations of apprentice and traineeship lifecycle. In particular, systems relating to contractual and compliance arrangements.
- Provide proficient use of software e.g. Outlook, MS Word, MS Excel, SharePoint, Student Management System (STRATA) and Monitoring of the State Government systems.
- All general and reception duties relate to record keeping, meeting minutes, and customer liaison.
- Assist the Trade Apprenticeship & Traineeship Support Unit (TSU) in developing and maintaining systems and processes for apprenticeship and traineeship operations, this includes but not limited to pending enrolments and retaining relevancy and currency on the TSU portal.
- Disseminate data reports pertaining to apprentice and trainee enrolments and completions to departments and follow up where action is required.
- Establish and maintain positive and beneficial working relationships with Employers, Apprentices and Trainees, Apprenticeship Network Providers and all other external stakeholders and

departments across the Melbourne Polytechnic network. Drawing on the core principals of MP Standards.

- Provide high-level customer service to internal and external clients, ensuring that all possible measures are taken to respond to their needs and requests in a timely fashion, disseminating accurate and timely information to internal and external stakeholders and ensure all enquiries and issues relating to training contracts are handled confidentially and with tact and diplomacy.
- Provide accurate and consistent record keeping and maintenance including spreadsheets, databases, filing and archiving systems (hardcopy and electronic), to comply with Institute policy and procedures and external quality assurance requirements.
- Contribute to the development and maintenance of the Institute's Apprenticeship and Traineeship Training Program (ATTP) Documentation and TSU Resources and direct staff to appropriate process as required.
- Attend and participate in departmental and institute training to upskill and maintain knowledge of legislative and internal processes.
- Participate and provide input to projects suggested by the TSU Lead or VET Director that will enhance the work of the position incumbent and administrative services to all Departments, including but not limited to the Academic Registry and Student Acquisitions.
- Plan and prioritise administrative tasks including engaging new apprentices, trainees and employers, responding to emails and phone calls, database establishment and management and disseminating reports and information.
- Communicate effectively with prospective and current students and employers resourcing them with course information, enrolment support, advice and referral as required.
- Provide effective and supportive confidential administrative assistance to all Melbourne Polytechnic departments where required.

KEY SELECTION CRITERIA

- Appropriate tertiary qualifications or equivalent together with demonstrated experience in administrative support roles.
- Demonstrated experience in or ability to undertake administrative support in an efficient and confidential manner.
- Experience in working with apprentices and trainees is desirable.
- Demonstrated high standard of administrative and organizational skills, database maintenance and use of Microsoft Office software. Interpersonal and team skills and a proven ability to work within an environment requiring the use of tact, discretion and maintain confidentiality.
- Demonstrated highly effective communication and customer service with both internal and external clients is required.
- Demonstrated skills in document presentation, drafting and formatting, producing excel spreadsheets, database maintenance, filing and administrative systems maintenance and high-level literacy of the Microsoft Office suite.
- Proficient, accurate and quick data entry skills and attention to detail is required.
- Demonstrated problem-solving skills and the ability to be proactive,
- Demonstrated knowledge of and commitment to Occupational Health and Safety, Anti-Discrimination, Quality Assurance, Continuous improvement and sustainable work practices
- Current Working with Children Check (Employee) – **mandatory**.
- Valid National Police Check – **mandatory**.

OTHER POSITION RELATED INFORMATION

- **Delegation of Authority** – MP's Delegation of Authority Policy outlines the decision-making authority of this role.
- **Child Safety** – Melbourne Polytechnic (MP) is a child safe organisation, as such all employees, volunteers, contractors and service providers are required to promote a culture of child safety, comply with Child Safety laws and reporting obligations of suspected child abuse per institute Child Safety policy and procedures. All employees are required to hold and maintain a current Working with Children Check Clearance for the duration of their employment.
- **Occupational Health, Safety & Wellbeing** - The table below, is a compilation of summarised Responsibilities for this role in accordance with MP's Health, Safety and Wellbeing management System (HSWMS). Other specific responsibilities are incorporated into MP Policy and Procedures where they vary from this.

ROLE	RESPONSIBILITIES
Management	<ul style="list-style-type: none"> ▪ Ensure activities comply with <i>Occupational Health and Safety Act 2004, Occupational Health and Safety Regulations 2017</i> and includes but is not limited to: <ul style="list-style-type: none"> - Implementing Health, Safety and Wellbeing risk management activities(e.g. hazards identification, inspections, incident reporting including near misses) and any local specific measures required to eliminate or reduce risk in their area. - Providing safe plant, equipment, facilities and processes that are adequately maintained and do not adversely impact the health or wellbeing of staff, students and others. - Providing instruction, information, induction, training and supervision to enable work to be carried out safely. - Ensuring workers are fit for work and manage fitness for work issues. - Implementing corrective or remedial actions identified as a result of hazard/incident reports, incident investigations and/or audits. - Monitoring and reviewing the Health, Safety & Wellbeing performance of their Portfolio/Department and direct reports (e.g. via HSW audits and other applicable performance indicators). ▪ Promote compliance with the HSWMS and strive towards continual improvement ▪ Support other managers to demonstrate leadership in their areas. ▪ Develop, lead and promote a culture in their area of responsibility. ▪ Fulfil their responsibilities defined in the MP Workers Compensation and Return to Work Program.
Employees Students and Others	<ul style="list-style-type: none"> ▪ Take reasonable care for their own Health, Safety and Wellbeing and that of others. ▪ Implement remedial actions and control measures within their control that are established for the purposes of health, safety and wellbeing. of others ▪ Comply with any reasonable instruction of MP and its Management. ▪ Comply with the relevant Health, Safety & Wellbeing Policies and Procedures, including reporting of hazards or incidents in line with the incident reporting procedure. ▪ Fulfil other responsibilities as required to ensure a safe working environment.