

**POSITION TITLE:** Administrative Assistant – VET  
**POSITION REPORTS TO:** Directorate Administrator  
**DEPARTMENT:** VET Directorate  
**CAMPUS LOCATION:** Multi-Campus Institution (Direction of Manager)  
**POSITION NUMBER:**  
**CLASSIFICATION:** Melbourne Polytechnic Academic and Professional Staff Agreement  
2022  
**LEVEL:** PACCT 3

## **POSITION PURPOSE**

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*Work as part of the Directorate's administration team, working in a flexible and collegiate manner to ensure the institute's policies and procedures are implemented, and that efficient and effective administration is provided and dealings with employees and the public is professionally undertaken.*

*Work as part of a team that provides administrative support to both Vocational Education and Higher Education programs.*

*Focusing mostly on supporting the Vocational Education courses within school, the position incumbent will provide high-level customer service while maintaining strictest confidence of information regarding the personal records of students, the content of examinations, and other materials.*

## **STAKEHOLDER MANAGEMENT**

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

**External:** Students  
Industry stakeholders  
Apprenticeship network providers

## **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**

- Provide proficient use of software e.g. Outlook, MS Word, MS Excel, SharePoint, CELCAT and Student Management System (STRATA) and support in the setting up of the Markbook functionality, working with Program Leads to ensure the accuracy of Markbook entries.
- Support Project area in monitoring of outstanding results, unresolved attendance and training plans, working with departments in rectification procedures and implementing Course Standards.
- Assist the programs in academic administration such as the management of assessment procedures, flexible learning, and day-to-day student administration.
- Assist with the administration of accreditation/ renewal of accreditation process of courses as instructed by the Directorate Administrator.
- 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 Directorate Administrator that will enhance the work of the position incumbent and administrative services to the Department and students.

- Collaborate with the Directorate Administrator and the other Department administration staff to assure consistency of administrative systems within the Department and across VET and Higher Education programs.
- Plan and prioritise administrative tasks including database establishment and management, word processing, organisation of meetings and events. Develop and maintain excel spreadsheets.
- Ensure relevant and current program information is available on the staff and student portals.
- Provide finance administration, including processing tax invoices, purchase orders and prompt payments.
- Communicate effectively with prospective and current students to provide course information, advice and enrolment support.
- Provide administration support in the lead up to the hosting of events, meetings, or training associated with the Departments specific activities as required.
- Provide effective and supportive confidential administrative assistance to the Directorate Administrator, Heads of Program, and Department Managers where required.

## KEY ACCOUNTABILITIES

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Assist in the administration of the Student Life Cycle within the Department, ensuring strong relationships between Melbourne Polytechnic students and employers (where appropriate). This includes but is not limited to assisting with enquiries, course information, enrolments, amendments, completions, ensure relevant and current program information is available on the staff and student portals and other administrative requirements as needed.

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 are handled with tact and diplomacy.

Establish and maintain positive and beneficial working relationships with stakeholders and departments across the Melbourne Polytechnic network. Drawing on the core principals of MP Standards.

Perform high-level administrative support to the Department's VET programs and general administrative duties including correspondence, mail merges and mail outs, meeting administration and secretariat duties, resource maintenance, database maintenance, reporting, assist with producing purchasing orders, prompt payments, processing tax invoices and other assistance as required.

Provide accurate and consistent record keeping and maintenance including databases, filing and archiving systems (hardcopy and electronic), to comply with Institute policy and procedures and external quality assurance requirements.

## KEY SKILLS AND EXPERIENCE

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- A current Working With Children Check (Employee).
- Appropriate experience in administrative support roles preferably in a education setting.
- Demonstrated high-level administrative and organisational skills including 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.
- Demonstrated experience in or ability to undertake administrative support of internal and external accreditation processes in both Vocational education.
- Excellent written, oral and interpersonal communication skills and a demonstrated ability, commitment and attitude to effective communication and liaison with internal and external stakeholders.

- Demonstrated advanced organisational and problem-solving skills, the ability to be proactive, successfully arrange priorities, meet deadlines, continually improve operational strategies and be self-motivated and flexible in responding to changing work priorities.
- Demonstrated ability to work effectively both independently and as part of a team.
- Ability to use tact, diplomacy and capacity to maintain confidentiality.
- Demonstrated knowledge of and commitment to Occupational Health and Safety, Anti-Discrimination, Quality Assurance and Continuous Improvement principles.

## OTHER POSITION RELATED INFORMATION

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

**Sign Off:**

<b>Employee Name</b>		<b>Manager Name</b>	
<b>Employee Signature</b>		<b>Manager Signature</b>	
<b>Date</b>		<b>Date</b>	