



**Position: RTO ADMINISTRATION OFFICER**

**Work Group: Business Services**

**Reports to: Manager, Registered Training Organisation**

**Classification Code: AHCSA Level 3**

**Employment status: Full-Time, ongoing**

**Approval:** ..... **Date:**.....

**Executive Board Aboriginal Health Council of SA Ltd.**

## **JOB SPECIFICATION**

### **1. Organisational overview**

The Aboriginal Health Council of South Australia Limited (AHCSA) is the peak body representing Aboriginal community-controlled health and substance misuse services in South Australia at state and national levels.

Our primary role is to be the 'health voice' for all Aboriginal people in South Australia. We achieve this by advocating for the community and supporting workers through our Member Services with appropriate Aboriginal health programs based on a holistic perspective of health.

AHCSA delivers nationally accredited training and has been registered with the Australian Skills Quality Authority (ASQA) as a Registered Training Organisation (RTO) since 2004 (RTO 40142). AHCSA prides itself on providing a comfortable learning environment reflective of the organisation's cultural values and connections.

### **2. Summary of the broad purpose and characteristics of the position**

The RTO Administration Officer is responsible for delivering timely, efficient, and high-level administrative services to support both students and staff within the RTO. This position serves as the primary point of contact for AHCSA RTO students, student employers, and both internal and external stakeholders, ensuring smooth and effective communication.

This position involves coordinating administrative processes, managing data systems, and ensuring compliance with relevant regulations. The RTO Administration Officer is responsible for providing a high standard of customer service to maximise the experience of AHCSA students, whilst maintaining adherence to AHCSA policies and procedures.

### **3. Organisational relationships and extent of authority**

The RTO Administration Officer is accountable to and reports to the Manager, Registered Training Organisation. It works under general direction, following broad work instructions, applying established AHCSA procedures, processes and guidelines to guide work activities, and seeking assistance as required.

This position works in close collaboration with all members of the RTO, students, and other AHCSA staff.

Date Created: 03/10/2024	Revision No: 1.0	Document Title: JPS RTO Administration Officer	
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### 4. Special conditions

- Out of normal hours work may be required.
- National Police Certificate is required.
- Working With Children Screening required.

### 5. Statement of Key Responsibilities

The RTO Administration Officer is responsible for:

**Administrative and Coordination Tasks:** *Managing administrative functions to support efficient operations within the RTO, including scheduling meetings, preparing learning materials, managing records and responding to RTO queries by:*

- Organising RTO related meetings, including the preparation of agendas, minutes, and papers.
- Coordinating the printing and collation of learning materials, in line with RTO processes.
- Coordinating external suppliers for training events and workshops.
- Responding to enquiries about education products and services promptly and in a professional and courteous manner.
- Maintaining a customer database and accurate records of all enquiries and prospects.
- Creating and maintaining student files (electronic and hard-copy).
- Coordinating administrative requirements for staff and student travel-related arrangements.
- Processing RTO training contracts, including initiation and follow-up of training contracts related to government-funded students.
- Developing information sheets and processes for other RTO staff relating to training contracts and traineeship documentation.

**Data Management and System Support:** *Optimising and maintaining the Student Management System by setting up workflows, supporting staff, ensuring data quality, identifying improvements, and assisting with data submissions by:*

- Establishing and maintaining key elements within the Student Management System including workshop creation, workflow set-up, and template design.
- Providing system support to RTO staff to enable appropriate use of the system functions.
- Maintaining data quality within the Student Management System by developing user guides and regularly conducting data audits and corrections.
- Proactively identifying inefficiencies within the Student Management System and developing new or improved functions to resolve these.
- Assisting with monthly training data submissions relating to funding including the use of systems such as STELA and DETConnect.

**Financial Support and Quality Assurance:** *Assisting the RTO Manager with financial processing and reconciliation and contributing to Continuous Quality Improvement initiatives within the RTO by:*

- Supporting the RTO Manager in the reconciliation of financial information as it relates to training contracts and traineeship outcomes.



- Collating tax invoices for payment and completing necessary paperwork to seek reimbursements for AHCSA.
- Participating in Continuous Quality Improvement (CQI) activities of the RTO and organisation.

## REQUIREMENTS OF THE POSITION

### 6. Essential Skills, Knowledge, Experience, Qualifications and/or Training

#### 6.1. Knowledge, Skills, Abilities and Behaviours

AHCSA's **Organisational Capability Framework** outlines the essential knowledge, skills, abilities, and behaviours required to succeed in each role. This framework is a critical tool for attracting, recruiting, developing, and retaining a capable, adaptable, and responsive workforce.

The framework defines core and technical capability areas. Core capabilities apply to **all positions**, and technical capabilities are specific to **particular positions** within AHCSA.

The following capabilities have been identified as vital for the effective performance of this position and will be assessed during the recruitment process. These competencies are key to ensuring success and alignment with AHCSA's goals and values.

CAPABILITY AREA	DESCRIPTORS
<b>core capability   PERSONAL ATTRIBUTES</b>	
<p><i>Cultural Respect and Inclusiveness</i></p> <p>Engage stakeholders inclusively, respecting Aboriginal cultural values and diverse community insights to guide actions.</p>	<ul style="list-style-type: none"> <li>• Respect and seek to understand diverse needs, beliefs, and values.</li> <li>• Recognise inclusive behaviours, holds self accountable for inclusivity.</li> <li>• Incorporate cultural respect into interactions with Aboriginal people and communities.</li> <li>• Ensure actions and communications are culturally appropriate.</li> </ul>
<b>core capability   AUTHENTIC RELATIONSHIPS</b>	
<p><i>Customer Focus</i></p> <p>Understand customer needs and deliver high impact services that meet those needs.</p>	<ul style="list-style-type: none"> <li>• Understand customer requirements and how work addresses customer needs.</li> <li>• Take responsibility for delivering services that meet customer requirements.</li> <li>• Identify and respond quickly to customer needs, identifying opportunities to improve services.</li> </ul>
<b>core capability   ENABLING DELIVERY</b>	
<p><i>Planning and Prioritising</i></p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances.</p>	<ul style="list-style-type: none"> <li>• Plan and coordinate allocated activities.</li> <li>• Prioritise own work activities to achieve set goals.</li> <li>• Contribute to the development of team workplans and goal setting.</li> <li>• Understand team objectives and how own work relates to achieving these.</li> <li>• Respond to changing circumstances, adjusting plans and schedules when necessary.</li> </ul>



<p><i>Accountability for Results</i></p> <p>Take responsibility for actions to achieve high-quality results through a commitment to excellence.</p>	<ul style="list-style-type: none"> <li>• Take ownership of tasks and actions, understanding their impact on outcomes.</li> <li>• Seek clarification or advice when required.</li> <li>• Take the initiative to progress own work.</li> <li>• Identify resources needed to complete allocated work.</li> <li>• Deliver high-quality work with attention to detail.</li> <li>• Follow policies and procedures to ensure consistent work.</li> </ul>
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**6.2. Experience**

- Exposure to administrative or executive support roles within healthcare or community services.
- Exposure to information technology-based systems relevant to role.
- Experience working in multi-disciplinary team environments.

**6.3. Educational/Vocational Qualifications**

- Nil.

**7. Desirable Experience, Qualifications and/or Training**

**7.1. Experience**

- Exposure to relationship-building with external stakeholders.
- Experience engaging with Aboriginal people and communities.

**7.2. Educational/Vocational Qualifications**

- Certificate III in Business or Health Administration

**Acknowledged by Occupant**

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**Print name Signature Date**