

	Position Title: Registered Training Organisation Administration Officer		Team: Learning & Development		Region: Central
	Supervisor: Registered Training Organisation Coordinator	Delegations and Authorities: In Line with Delegations Policy	Band: A	Date Completed: February 2019	

ORGANISATIONAL INFORMATION

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>Berry Street has been a Registered Training Organisation (RTO) and Adult, Community & Further Education (ACFE) provider since 2006, delivering a selection of accredited and pre-accredited courses to a range of students.</p> <p>Since 2015, we have been delivering qualifications to internal and sector staff in order to build professional skills and knowledge and improve outcomes for our clients. We deliver the Certificate IV in Child, Youth and Family Intervention to residential care staff and have commenced delivery of the Diploma of Community Services. It is our aim to provide high quality training and educational and vocational pathways for our clients and staff.</p> <p>The role sits within the Learning & Development (L&D) Team within the broader People & Culture department and will work closely with staff from other Berry Street programs.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The RTO Administration Officer will work closely with the RTO Coordinator, Manager Training Compliance & Administration, RTO Trainer & Assessors and other members of the L&D Team to ensure quality learning outcomes for students.</p> <p>This position involves the administration of all RTO compliance requirements; overseeing the preparation for course delivery; and providing support to students and trainers and assessors.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Richmond Office.</p> <p>This role reports to the Registered Training Organisation Coordinator who will provide supervision and review.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety. • Berry Street is committed to the principles of social justice. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion. • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • Excellent interpersonal skills and written and oral communication skills (including public speaking, presentations and facilitation skills). • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. • Highly developed administration and organisational abilities, with demonstrated experience working within an administration team. • A solid understanding of VET systems, processes and compliance requirements, with demonstrated experience working within an RTO. • The ability to liaise with and work effectively with other stakeholders (internal and external). • Demonstrated experience using VETtrak and the Skills Victoria Training System (SVTS). 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • Demonstrated experience in the administration of Skills Victoria funded training and the claims process. • Demonstrated experience with the Moodle LMS platform.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
RTO Training Administration	<ul style="list-style-type: none"> • Prepare course materials including formatting and producing documents, photocopying, printing, collating, binding and laminating. • Prepare for training sessions, including the coordination of internal and external nominations, organising catering, setting up of the training room, name tags and attendance lists, arranging accommodation. • Complete reporting and administrative requirements associated with the provision of accredited training. • Provide administrative support to the RTO Coordinator and team. • Coordinate and attend meetings as required, including scheduling, servicing and minute taking. • Maintain RTO learner files, both electronic and hard copy. • Data entry and data maintenance into a variety of formats. • Maintain up to date RTO information in the Intranet, Internet and Shared folder sites.
Student & Trainer/Assessor Support	<ul style="list-style-type: none"> • Respond to student enquiries in a timely manner. • Assist to monitor student course progression and work with relevant trainer/assessor to support student retention and quality learning outcomes. • Assist with providing individual learning support to students, as required. • Assist with the coordination of student study and support groups.
RTO Procedures & Compliance	<ul style="list-style-type: none"> • Assist with the maintenance and review of all RTO policies, procedures and documentation. • Administer the VETtrak system, entering, extracting and uploading data, as required. • Liaise with trainers and administration staff to ensure integrity of VETtrak data entry. • Collate and prepare reports of evaluation data. • Assist with Governance Group and RTO Working Group meetings. • Assist with RTO Audit and compliance processes.
General L&D Administration	<p>As required/directed assist the TCA and L&D team to carry out their duties, including but not limited to:</p> <ul style="list-style-type: none"> • Administering training, servicing training, Learning Hub maintenance, Study Leave, Student Placements.
Other	<ul style="list-style-type: none"> • Other duties, as required.

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and extra hours worked will be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*.
2. You will initially be employed at our Central Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the *Berry Street Victoria 2014-2017 Agreement*, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration for this position is SCHADS Level 4 PP1 \$65,326.56 gross per annum (full time equivalent), under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-employment health declaration, a criminal records check and proof of identity and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Occasional
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
Manual Handling	Undertake manual handling (e.g.: lifting, pulling, pushing, moving, transferring, twisting, supporting) of equipment, which would be of varying weight and size.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Occasional
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Occasional
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular