

POSITION VACANT

Education Administration Assistant

Employment Status: Full Time

Location: South Brisbane

All those involved in supporting one overarching principle; Saving Lives

Leadership | Community | Safety | Respect | Trust | Teamwork

These are our values and words used to describe Surf Life Saving Queensland's (SLSQ's) purpose. With an organisational culture focused on zero preventable deaths in Queensland public waters SLSQ is an exciting place to work and an enviable brand to market.

At Surf Life Saving Queensland (SLSQ), we don't believe that the skills required to save a life should be restricted to the sand. SLSQ has an exciting opportunity for an RTO Administration Assistant to join our team on a full time basis. This role is responsible for providing administration support to the Academy Department, development, implementation, monitoring and review of Member Education course processing policies and procedures, coordination and conduct of Member Education and commercial course paperwork processing and maintaining databases providing.

The Education Administration Assistant is responsible for:

- Providing administrative and secretarial support to Member Services Manager, Academy Manager and Membership Development Manager as requested.
- Reviewing and collate course feedback.
- Assisting with the review of the Continuous Improvement Database.
- Implementing measures to ensure accuracy and integrity of records and documentation.
- Communicating and document system changes to stakeholders.
- Processing member and commercial education course paperwork.
- Monitoring incomplete and outstanding training course records.
- Processing RPL/Direct Credit applications.
- Processing and submit Queensland Vocational Education and Training Enrolment Forms.
- Distributing education materials to members/clubs.
- Assisting with maintaining the Training & Education files and records.
- Reviewing, amending, implementing and maintaining Member and commercial Education Standard Operating Procedures to ensure they comply with SLSQ, RTO and VET Quality Framework policies/procedures/standards
- Coordinating and assist with the conduct of internal audits for member education training delivered.
- Developing, reviewing and monitoring member and commercial education administrative policies, procedures, systems and databases.
- Providing statistics on member and commercial education to Academy Manager.
- Maintaining and updating currency of documentation, information and resources on associated websites including SLSQ TAF Portal.

In order to succeed and make this role your own, you will have:

- Advanced knowledge of Microsoft Word, Excel and PowerPoint.
- Knowledge of using database systems and Learning Management Systems.
- Intermediate typing speed.
- Knowledge and experience in working with RTO's and VET Quality Framework.
- Problem solving skills with a strong attention to detail.
- Demonstrated ability to handle customer queries and complaints.
- Ability to plan and prioritise workloads to meet conflicting deadlines.
- Appreciation for surf lifesaving and empathy for volunteerism.
- Ability to work in a team as well as autonomously

Surf Life Saving Queensland

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Qualifications and Experience:

Essential:

- Working with Children Blue Card or ability to obtain one quickly.

Desirable:

- Experience using VETtrak system.
- Experience working in a similar role.
- Business Administration qualifications.
- Certificate IV in Training and Assessment (TAE40110) or ability to upgrade from a previous version.

Benefits:

- Located close to Brisbane CBD.
- Career development.
- Access to salary packaging benefits.
- A job you'll love where you contribute to saving lives every day.

To apply, please send your resume and cover letter briefly outlining how you are the best person for this role to:

hr@lifesaving.com.au

Applications close at 5pm on Monday 29th of April 2019

SLSQ is an equal opportunity employer with commitment to safeguarding children and young people. All candidates will be required to undertake a working with children check.

“Please remember to always swim between the red and yellow flags!”