



Position Statement

Position: Program Administrator

Supervisor: Program Manager

Dimensions of Position

The incumbent will be responsible for assisting in the profitable, efficient and customer-focused administration of the Program. They will be working in a team to achieve targets, increase the total performance of the group, and develop the business. The emphasis is on providing customer service to existing clients and the program team. The program administrator contributes to effective marketing to increase sales to existing clients and gain new clients.

Duties

To be responsible and accountable for the efficient and timely administration of courses under the direction of the program manager including:

Provision of course information and enrolment

- Prospective student enquiries/client liaison
- Provision of course information by phone, mail, email and fax
- Overseeing enrolment and receipting processes
- To field calls to appropriate staff members

Program administration

- Maintenance of orderly record keeping systems for requirements of the program/s
- Liaising with course coordinators/presenters for course teaching commitments and assessment
- Ordering of course materials and course inclusions as required
- Stock take of course materials when required
- Checking on invoices/statements prior to despatch
- Liaison with students
- Overseeing receipt of assessment items and despatch to assessors/markers and monitoring their return, recording in accordance with company system, and return to students (includes monitoring turnaround time)

- General correspondence
- Administration of assessment in line with UNE Partnerships protocols and confidentiality
- Certification
- Administer evaluation procedures
- Reports on program statistics for clients and management as required
- Maintaining and updating Policies and Procedures manual for each program
- Monitoring and ensuring compliance to VETAB requirements
- Attending to student grievances

Residential schools/workshops

- Attendance and administration of residential schools (where relevant)

Marketing

- Providing input to the program manager and marketing manager on program marketing strategies including identification of prospective leads and feedback on marketing mediums.
- Assisting in the implementation of marketing strategies such as telemarketing and mail outs.
- Attendance at conferences, trade displays as required

Any other tasks as mutually agreed with the Program Manager.

Selection Criteria

Essential

- Exceptional demonstrated communication and organisational skills
- Sound knowledge and skills in the use of current Microsoft Office software applications
- Enthusiastic personality
- Ability to prioritise tasks to meet deadlines
- Ability to work with limited supervision
- Unrestricted NSW Driver's Licence

Desirable

- Experience in the administration of education and training programs (especially vocational sector).