

Role Title:	Vocational Training Administrator
Department/ Team:	Engagement/ Equip & SUIT
Location:	This role can be undertaken anywhere in Australia provided you can access one of our capital city offices regularly when required.
Reports to:	Manager, SU Institute of Training

SU Australia's Vision & Mission

SU Australia is an interdenominational Christian movement committed to supporting children, young people and their families to discover life through the provision of school chaplaincy services, camps, community-based missions, schools ministry, and at-risk youth programs. SU Australia also offers nationally recognised training programs in youth work through the SU Institute of Training (RTO 30548).

SU Australia is part of the worldwide Scripture Union movement, a movement of Christians working with churches to make God's Good News known to children, young people, and families and to encourage people of all ages to meet God daily through Bible reading and prayer. (su.org.au)

SU Australia is a charitable 'limited by guarantee' not-for-profit organisation comprising more than 1,000 staff and thousands of volunteers, working with churches, and serving in communities in all states and territories across Australia.

All SU Australia staff and volunteers are empowered and equipped to champion a child safe culture and are committed to the highest standards of safety and care in our work with children, young people, and families.

Purpose of Role

Works within the training team and supports the RTO administration activities as directed by the Manager, SU Institute of Training.

You believe that children and young people are precious and you will contribute to nurturing a culture and commitment to their safety within SU.

Key Relationships

Primary Internal Stakeholders

- SU Institute of Training team
- Chaplaincy Support Manager
- Qualifications Assessor
- People Services
- Chaplains

Other Internal Stakeholders	<ul style="list-style-type: none"> Support teams – Support Hub, Engagement and Shared Services
External Stakeholders	<ul style="list-style-type: none"> Other training organisations Ministry training networks

Key Accountabilities

Accountability areas	Responsibilities
<ul style="list-style-type: none"> Student management 	<ul style="list-style-type: none"> Respond to enquiries from prospective students. Receive and process applications from prospective students. Arrange student interviews and collect, verify and authenticate relevant documentation. Enrol students in Axcelerate (Student Management System). Receive and process student fees. Receive and process Blue Card applications and receipts. Track student assessment requirements and maintain student assessment records. Participate in the organisation of the graduation ceremony. Produce certificates. Meet AVETMISS reporting requirements. As needed, assist with VET Student Loan and funding reporting requirements.
<ul style="list-style-type: none"> Systems administration 	In consultation with the SU IT Department: <ul style="list-style-type: none"> Administer Moodle (Learning Management System) including the technical delivery of training and the processing of assessment within the online learning environment. Administer Axcelerate (Student Management System).
<ul style="list-style-type: none"> Administrative support 	<ul style="list-style-type: none"> Support Vocational Trainers in the organisation and execution of in-class intensives. Support the Vocational Training Delivery Manager in a range of compliance related activities.
<ul style="list-style-type: none"> Team contribution 	<ul style="list-style-type: none"> Contribute to the immediate team and the broader teams in SU. Participate in SU devotion activities including prayer retreats. Contribute at team meetings. Participate in wider organisation-based activities and learning opportunities. Demonstrate behaviour in line with a child safe culture. Comply with WHS requirements. Protect your own health and safety. Protect the safety of others. Report hazards, risks and all incidents.

Qualifications and experience

- Previous experience in a similar role within an Education/ Training organization, preferably a Registered Training Organisation (RTO).

Competencies	
Competency areas	Definitions
Technical / Professional	<ul style="list-style-type: none"> Having achieved a satisfactory level of performance in specific technical/professional areas. This should include any specific experience and specific professional “know-how”, ideally including previous experience administering the Student Experience within an RTO.
Attention to detail	Accomplishing tasks, no matter how small, showing concern for all aspects of the job. Accurately checking processes and tasks. Ensuring others can rely on the accuracy of work completed by the incumbent.
Collaboration	Working effectively with others in the organisation (including fellow team members and people in other teams) to accomplish organisational goals and to identify and resolve problems.
Communication (verbal and written)	<p>Using effective interpersonal skills to present ideas and views to individuals or groups (including nonverbal communication). Targeting presentations to the characteristics and needs of the audience (should the role require giving presentations).</p> <p>Expressing ideas clearly in any written format (memo, email, and letter) with correct spelling, grammar and structure.</p>
Continuous improvement	Using initiative to identify and suggest improvements to processes and procedures. Analysing options for procedural improvements and documenting outcomes.
Customer service	Making efforts to listen to and understand stakeholders (both internal and external). Anticipating stakeholders' needs and giving high priority to stakeholder satisfaction.
Problem solving	Analysing problems effectively, evaluating alternative courses of action, exercising sound judgement and taking action in line with the level of authority of the role.
Self-management	<p>Managing one's own wellbeing and workplace behaviour in order to contribute to a positive culture within SU. This includes:</p> <ul style="list-style-type: none"> Maintaining and promoting social, ethical and organisational norms in line with a Christian ethos; Taking actions that indicate a consideration for the feelings and needs of others; being aware of the impact of one's own behaviour; Maintaining stable performance under pressure and managing one's own stress effectively; Handling disappointment and/or rejection while maintaining effectiveness; Demonstrating perseverance by staying with a plan of action until the desired objective is achieved or is no longer required; and Being open to change and willing to adapt to new directions; adapting working style to blend with changes; and articulating workplace concerns in a respectful and constructive manner.
Teamwork	Active participation in team effectiveness. Taking actions that demonstrate consideration for the feelings and needs of others. Being aware of the effect of one's behaviour on others. Proactively developing

	relationships. Using appropriate interpersonal styles and methods to inspire, guide and persuade others toward goal achievement. Working independently to a high-performance standard when required.
Time management	Organising one's own workload to prioritise tasks appropriately and meet deadlines. Adjusting personal work routines to complete tasks required by others when necessary. Considering other people's needs when determining the order of work to be completed. Being proactive.

Additional Requirements

SU Australia requires that the incumbent:

1. agree with, and agree to work under, the aims, beliefs and working principles of SU
2. be able to demonstrate a living and personal relationship with Jesus Christ
3. be able to show strong Christian character evidenced by servant leadership, valuing of people in general and marginalised people in particular
4. be a respectable member of a local Christian church we recognise
5. be in receipt of a current positive Working With Children Check for the purposes of child related employment
6. be willing to work under SU Australia's Conduct and Behaviour Standards

Developed by	People Services Team
Approved By	Group Director, Engagement
Effective Date	January 2024