

Student Liaison Officer



Position description

Department/Unit:	RTO	Location:	Ballarat
Reports to:	RTO Manager	Supervises:	Nil
Employment Status:	Full Time	Approved By:	RTO Manager
Date:	April 2018		
Award/Classification	Educational Services (Post-Secondary) Award 2010. Salary Packaging Available		

Position Purpose

The role of the Student Liaison Officer is to ensure a positive experience for all of our students. As the student Liaison Officer you will help support and guide our students from start to finish, undertaking the first face to face pre-course briefing, enrolling students and assisting in the student experience through until graduation. During this process you will assist students with any questions or concerns, inform students of course outcomes and requirements and respond to students needs throughout their training with BGT.

Position Tasks

- Provide administration support to the RTO department.
- Provide high quality customer service to our RTO students.
- Conduct face-to-face meetings with our prospective students, assisting them throughout the enrolment process. Ensuring a positive experience for all prospective and current students.
- Assist in managing student concerns and queries.
- Follow up on online, phone and face-to-face enquiries about our RTO services.
- Manage the ordering of stock (including learning resources and stationary).
- Assist in classroom set up, workshops and other RTO events.
- Assist with our online resources including our website and social media accounts.
- Undertake administration tasks as directed.

Key selection criteria	Essential	Desirable
Applicants must address the following selection criteria in writing to be considered for this position:		
• Strong commitment to service delivery and customer service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Exceptional organisational skills and attention to detail.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Strong commitment to quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Proven administration experience.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Excellent verbal and written communication skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Ability to maintain personal accountability.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Knowledge of VRQA standards and requirements.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Qualifications/ Registrations	Essential	Desirable
These do not need to be addressed in the selection criteria but must be included on resume:		
• Administration/Business qualification (or relevant experience)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• At least 3 years administration experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Recent Satisfactory Police Check.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Student Liaison Officer



Position description

• Current Working with Children’s Check.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Current Victorian Driver’s License	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Key Responsibilities	
Governance & Leadership	<ul style="list-style-type: none"> • To support the RTO team with administration support. • Actively promote and follow company policy and procedures. • Actively promote our vision and values.
Workforce & Culture	<ul style="list-style-type: none"> • Maintain a healthy work/life balance. • Actively contribute to a safe working environment for all employees. • Contribute effectively to the promotion of equal opportunity and non-discrimination in the workplace.
Finances & Infrastructure	<ul style="list-style-type: none"> • Contribute to a financially viable organisation by applying sound judgement. • Operate ethically and model BGT’s values and behaviours. • Work collaboratively to ensure excellence in service delivery.
Business Systems & Performance	<ul style="list-style-type: none"> • To accurately complete and maintain all necessary records, reports, notes and outcomes in accordance to strategic growth planning. • Ensure compliance with organisational policy and procedure. • Provide administration support to all business departments. • Ensure exceptional service to all stakeholders of our business. • Be willing to undertake ongoing professional development as required.
Productive Partnerships	<ul style="list-style-type: none"> • Promote BGT as the community services provider people choose. • Actively contribute to continuous improvement. • Actively contribute to continuous improvement. • Support the Leadership Team as required.
From time to time we may ask you to assist in other work roles and locations as necessary	

I understand the description of my role and key result areas, and agree to fulfil this description.

Signature: _____

Date: _____