

## POSITION DESCRIPTION

<b>Date</b>	23/02/2022
<b>Position Title</b>	Admissions Officer
<b>Reports to (position title)</b>	RTO Manager
<b>Department</b>	Training

### Organisational Context

**bestchance** Child Family Care is an independent, not-for-profit, community organisation with offices in Glen Waverley, Bayswater and Pakenham, Victoria, Australia.

**bestchance** adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC) Family Day Care, Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

**bestchance** also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

**bestchance** is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

### PURPOSE

For all children, families and individuals to thrive in their community.

### VISION

**Inclusion** we include everyone regardless of their background, needs or circumstances

**Care** We nourish and nurture resilient relationships

**Education** We develop skills and knowledge to build capacity and resilience.

## VALUES

**Humility** we focus on listening to better understand and meet needs

**High Expectations** we have high aspirations for our client outcomes and for the calibre of our services and staff

**Innovation** we embrace change based on critical reflection

**Curiosity** we seek new understandings and knowledge

**Evidence** we seek and generate evidence to evaluate and improve our programs

**Challenge** we look beyond the immediate to achieve different results

## POSITION PURPOSE

The RTO Officer is responsible for the all aspects of the student learning journey including recruitment and enrolments, completion and withdrawals. This position also ensures records are compliant and maintained as per ASQA and Skills First standards.

## PRIMARY OBJECTIVES

- Reception
- Enrolment
- Compliance

## KEY RESULT AREAS AND RESPONSIBILITIES

### Reception

- Provide customer service ensuring all visitors, teachers and students feel welcome and supported

### Enrolment

- Present information sessions to individuals and small groups
- Provide support to prospective students at individual and group information sessions
- Guide students through the enrolment processes (Information Session and Pre-Training Reviews) in accordance with Australian Skills Quality Authority (ASQA) and Skills First
- Ensure all paperwork is accurate and compliant
- Maintain a maximum conversion rate from information session to enrolment
- Adhere to organisational workflows, policies and procedures
- The role is also required to provide a range of general administrative support to both students and teachers:
  - Compliance
  - Data check documentation for each phase of the student learning journey
  - Enrolment
  - Commencement

- Student Progress
- Completion
- Withdrawal
- Certification Issuance

#### Other

- Support the RTO with other duties as required
- Travel maybe required across all bestchance sites

#### KEY SELECTION CRITERIA

- Business Administration qualifications, or an equivalent combination of relevant work experience and education/training
- Demonstrated experience in dealing with people from a broad range of social and cultural backgrounds
- High level interpersonal and communication skills
- Well-developed organisation and time management skills
- Keen eye for details
- Knowledge of Skills Firsts funding contract and the Standards for RTO's 2015
- Minimum 12 months' experience in a similar role
- Self-directed yet able to work as part of team
- High standard of professional presentation

#### Other

- Valid working with Children Check
- A current Police Check with no disclosures
- Current driver's license