

## POSITION DESCRIPTION



**POSITION TITLE:** Enrolment Coordinator (Apprenticeship)  
**POSITION NUMBER:** 000187  
**DIVISION / DEPARTMENT:** Education / Centre for Food Trades and Culinary Arts  
**CLASSIFICATION LEVEL:** PACCT Level 4  
**MODE OF EMPLOYMENT:** Full Time  
**\*LOCATION:** 555 La Trobe Street, Melbourne

**Date:** November 2023

\*Note that the incumbent may be required to operate from any work sites of the Institute

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### GENERAL INFORMATION ABOUT THE INSTITUTE

William Angliss Institute is the Government endorsed specialist training provider for the foods, tourism, hospitality and events industries and is recognised as Australia's leading provider of training for these key industry sectors. The Institute aims to provide excellent vocational education and training services for industry, students and government in Victoria, Australia and internationally.

Programs offered by William Angliss Institute range from one-day courses and weekend industry training, through to apprenticeships, nationally recognised certificates and two-year full-time advanced diploma programs. Specialist degree programs extend the Institute's portfolio to provide higher level business and management education. Close links with industry and continuing innovation in the delivery of services ensure the relevance of programs to today's workplace.

### GENERAL INFORMATION ABOUT THE DEPARTMENT

The Centre for Food Trades and Culinary Arts delivers quality government subsidised and fee for service programs to students and industry clients. Integrating flexible and workplace based delivery practices with on campus delivery is a focus for the Centre. Increasing commercial growth by enhancing existing enterprise relationships and implementing new business opportunities is vital for the continued growth of the Centre.

### PRIMARY PURPOSE & OBJECTIVES OF THE POSITION

Coordinate administrative duties associated with the enrolment of new apprentices associated with VET Education programs to ensure an efficient and effective enrolment service which meets the needs of clients and the Institute.

Develop communications and provide information on apprenticeship enrolments and fees to support the recruitment function of the student lifecycle.

Coordinate and execute all tasks and actions associated with enrolment days relating to new apprentices within VET Education Programs.

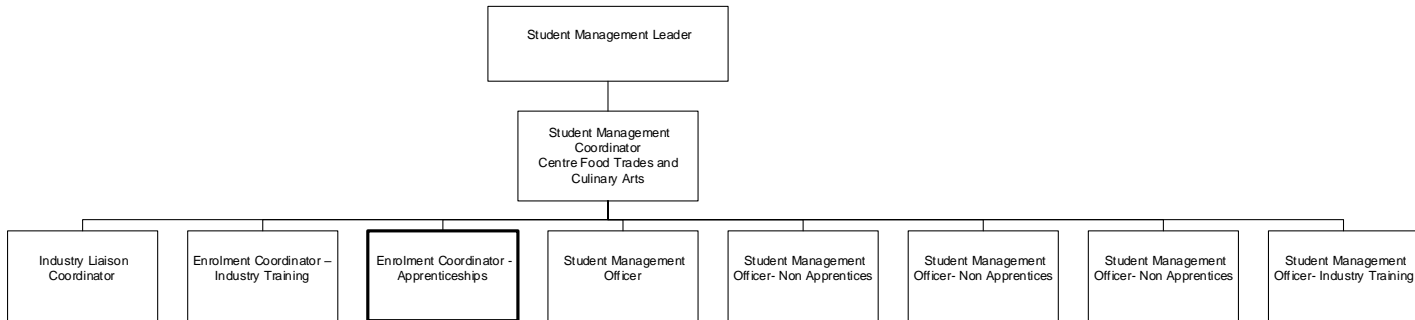
Actively maintain expert knowledge of fee and eligibility legislation for apprenticeships and disseminate this information to the broader institute through communications, workshops and other methods as required.

## REPORTING RELATIONSHIPS

This position reports to the Student Management Coordinator. There are seven positions that report to the Student Management Coordinator.

The Student Management Coordinator reports to the Student Management Leader.

There are no subordinates reporting to this position.



## KEY DUTIES

Assist the Student Management Coordinator by supporting the day to day functions on administration and office duties within VET Education Programs.

Coordinate and execute all tasks associated with apprenticeship enrolments including application management, offer management and all associated communications.

Coordinate the Institute's selection enrolment processes for apprenticeship intakes, ensuring the process is streamlined and compliant with the Institute's policies and procedures.

Provide fee information for apprenticeships giving in-depth knowledge around fees, student eligibility and funding options. This role will also include raising invoices

Coordinate enrolment day events for apprenticeships across the institute and organise all staff, tasks and resources to ensure the experience satisfies the students' and Institute's needs.

Drive the planning of the annual enrolment process and calendar for apprenticeships in consultation with program areas to ensure all requirements are met from all departments within WAI.

Ensure up to date and accurate knowledge is maintained through research and attendance at department meetings and industry workshops.

Ensure that a high standard of student centric customer service is delivered to all stakeholders.

Coordinate the SMS/ Epsilon system download to facilitate the enrolment of all apprentices.

Consult with the Student Management Coordinator on improvements to the apprenticeship enrolment process.

### Other Responsibilities:

- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Specific performance objectives will be negotiated as part of the Institute's regular performance planning and review process.
- The incumbent will be required to comply with the Institute and Public Sector Code of Conduct, Occupational Health and Safety Policy and Procedures, Child Safe Policy and Procedures, Diversity, Access & Equity Policy and any other relevant legislation, policy, procedures or practices.
- Be familiar and ensure compliance with the relevant state and territory Vocational Educational and Training (VET) Government Funding Contract at all times by meeting contractual requirements of the Contract(s) and ensuring all staff are aware of their responsibilities mandated by the Contract(s). Ensure that internal and external audit recommendations that relate to the relevant VET Government Funding Contract(s) are actioned and implemented on a timely basis and reported accordingly.

***In accordance with the William Angliss Institute of TAFE PACCT Staff Enterprise Agreement 2021 (PACCT EBA), the following descriptions apply for PACCT LEVEL 4 positions:***

## **EDUCATION, TRAINING AND EXPERIENCE**

*Education, Training and Experience means the type and duration of training which the duties of the classification level typically require for effective performance. Training is the knowledge through formal education, on the job instruction or exposure to procedures.*

Relevant Degree with relevant work experience; or a suitable combination of lesser qualifications and significant relevant experience.

## **TASK LEVEL**

*Task Level means the type, complexity and responsibility of the tasks typically performed by staff within each proposed classification level*

Tasks and work assignments will be typically under general direction but guided by policy, precedent and professional standards.

Apply broad technical knowledge and experience to the area of specialist expertise.

Provide interpretation, advice and decisions based upon established operational practices, professional standards, policies and procedures.

May involve co-ordination and supervision of other staff.

## **JUDGEMENT AND PROBLEM SOLVING**

*Judgement is the ability to make sound decisions, recognising the consequences of decisions taken or actions performed, and Problem Solving is the process of defining or selecting the appropriate course of action where alternative courses of action are available.*

Requires the application of theoretical knowledge, experience and skills to well defined work objectives.

Often, complex or technical problems need to be solved with some creativity or originality by selecting the particular method for solution from a range of available alternatives.

## **SUPERVISION AND INDEPENDENCE**

*Supervision and Independence means both the way in which positions are supervised, managed or held accountable, and the degree of independence which applies in supervising or managing other staff or contractors. Independence is also the extent to which a staff member can work independently without supervision or direction.*

Work will be performed typically under general direction, but guided by policy, precedent and professional standards.

May involve supervision and / or cooperation of others to achieve the objective.

May be required to undertake a wide range of duties and responsibilities, some of which may be complex.

Employees work under routine supervision to general direction depending upon the tasks involved and experience.

Have responsibility for daily operation of a work area, which may involve supervision, assigning and coordination of work for other staff.

Supervisors at this level require a thorough understanding of the relevant technology, procedures and processes within the operating unit.

## **ORGANISATIONAL RELATIONSHIP AND IMPACT**

*Organisational Relationship and Impact means the level of knowledge and awareness of the organisation, its structure and functions that would be expected in the performance of the duties of the position, and the purposes to which that organisational knowledge and awareness may be put.*

Work assignments require an understanding of the work area rules, regulations, processes, techniques, and understanding of how these interact with other related functions in the work environment.

Tasks/assignments require proficiency in the work area's rules, regulations, processes and techniques and their interaction with other related policies and procedures.

Provide advice in the area of expertise to others outside the immediate work area in the context of established rules and procedures.

## **INTERPERSONAL SKILLS**

*Interpersonal Skills means the level of communication skills both verbal and written and the scope of the circumstances where the staff member is expected to use these skills.*

Ability to gain cooperation and assistance from others, including those supervised, to achieve identified objectives.

May provide information and advice to members of the public on a course of action appropriate to their needs and assistance with organisational policies and guidelines.

May liaise with counterparts in other organisations to discuss specialist matters and with other employees on an individual and team basis in order to resolve intra-organisational problems.

Required to write reports in field of expertise and prepare correspondence.

**Note: PACCT Staff at this level must also be competent in meeting criteria detailed for the previous level as per Schedule 2 of the PACCT EBA.**

### **KEY SELECTION CRITERIA**

1. A Relevant Degree with relevant work experience ideally in Business Administration or similar field; or a suitable combination of lesser qualifications and significant relevant experience.
2. Substantive administrative skills with proficiency in the Microsoft suite, specifically Word, Excel, Outlook e-mail, databases and knowledge and understanding of VET Education Programs.
3. Effective communication skills with the ability to communicate with a diverse range of stakeholders.
4. Well-developed organisational skills with the ability to prioritise and manage multiple tasks.
5. Ability to work independently in a busy work environment and meet tight deadlines.
6. Demonstrated behaviours that align with the William Angliss Institute Values.

### **SPECIAL CONDITIONS**

- Period of work outside normal hours may be required.
- Provision and or willingness to obtain a Working with Children Check (employee) will be required and renewal thereafter.
- Provision and or willingness to obtain a Police Check and renewal every five years thereafter will be required.

## **WILLIAM ANGLISS INSTITUTE STRATEGY 2021 - 2023**

**Statement of Vision:** To be the first choice educational provider for foods, tourism, hospitality and events in Australia and internationally across locations in which we operate.

**Statement of Mission:** To deliver the highest quality specialist skills and educational programs to inspire and empower our students whilst adding value to our industry across all sectors and engaging with our diverse communities.

**Business Strategy:** To be the first choice provider for foods, tourism, hospitality and events education training and industry services.

To use differentiation, based on William Angliss Institute's specialist expertise, broad range of programs (vocational and higher education) and quality of facilities, our connection to the industry community and our corporate experience.

To grow in a manageable and profitable manner working to achieve the owner's target for financial sustainability.

### **STRATEGIC THEMES**

William Angliss Institute has established a 10 year vision of its strategic priorities. In looking to 2030 the six strategic priorities are:

- Innovation and the Learning Experience
- Future Focused Knowledge and Skills
- Optimising International Opportunities
- Skills and Industry Partnerships
- Capability and Capacity
- Leading Facilities and Infrastructure

The 2021 - 2023 Strategic Plan sits within the 10 year planning horizon.

**William Angliss Institute's Strategic Plan 2021 - 2023 seeks to support:**

1. Education excellence
2. Enhancing Student Experiences
3. Partnerships
4. International Development
5. Innovation
6. Sustainability

### **INSTITUTE VALUES**

Personal Responsibility:	accountable, responsive, with integrity, respect and impartiality and acknowledging human rights
Inspiration:	passionate, stimulating and optimistic
Empowerment:	nurturing, encouragement and challenging
Community:	sharing, partnership and connections
Expertise:	leadership, innovation and industry practice