

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Senior Course Administrator</b>
<b>Grading:</b>	Administration L5
<b>Status:</b>	Full time
<b>Location:</b>	Newington (on-site)
<b>Responsible to:</b>	Manager Education
<b>Responsible for:</b>	Course Administrators

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### Our Organisation

*Family Planning NSW is the leading provider of reproductive and sexual health services in NSW. As an independent not-for-profit organisation we offer expert clinical care, information and advice for everybody in every family as well as education and training and evidence-based research to support doctors, nurses and other professionals.*

*Family Planning NSW is committed to excellence in meeting the reproductive and sexual health needs of the community. We achieve this by providing best practice, accredited clinical services, enhancing the knowledge and skills of service providers, improving the body of knowledge about reproductive and sexual health through rigorous research and evaluation, and leading international development projects to promote the rights of marginalised people in developing countries.*

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### Position Overview

The Senior Course Administrator is responsible for leadership, supervision and direction of a team of Course Administrators to provide high level end-to-end administrative support for Family Planning NSW Education Service to ensure efficient delivery of Family Planning NSW courses and educational activities.

Some travel within NSW is required.

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### Selection Criteria

#### ***Essential***

- Relevant degree or diploma with work experience at a senior level in an education setting
- Knowledge of education accreditation requirements (NESA, ASQA, RACGP, ACRRM)
- Demonstrated ability to provide supervision, on-the-job training and advice to administrative and other employees
- Demonstrated ability to establish, maintain and monitor administrative and educational procedures and processes
- Advanced level in the application and analysis of contemporary information technology, including MS Office Suite, Adobe InDesign Creative Cloud, database management eg. (VETtrak), Moodle support and managing course content on the website.
- Demonstrated ability to coordinate office administration activities, including secretariat services and publications
- Excellent time management skills and demonstrated flexibility
- High level of interpersonal, oral and written communication skills
- Experience and willingness to work in a multi-disciplinary environment

#### ***Desirable***

- Previous experience working in the community and/or health care sector

### **Values**

- Family Planning NSW is a pro-choice organisation
  - Staff are expected to fully support an individual's right to choose regarding their pregnancy, whether that be parenting, adoption/foster care or abortion.
  - As an abortion service provider, all FPNSW staff are expected to actively participate in the provision of abortion services within the full scope of the role they are appointed to.
  - For this role, that means that FPNSW Education Service delivers high quality training in pregnancy options, including medical and surgical abortion
- Must support the Family Planning NSW values:
  - Human rights focus - promoting the rights of all people to reproductive and sexual health
  - Integrity - maintaining a strong ethical base, being accountable and transparent
  - Inclusiveness - valuing and respecting diversity without judgement
  - Equity of access - ensuring access to our services for all including priority populations
  - Client centred - placing the needs of the whole person at the centre of our work
  - Commitment to excellence - ensuring high standards in all our work
  - A just culture – a balanced accountability for both individuals and the organisation

### **Other requirements**

- A Criminal Record Check and/or Working With Children Check is/are required prior to commencement in this role

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## **Key Responsibilities**

### **Supervisory Role**

- Supervise, delegate and prioritise the work of the Course Administrators to ensure all administrative tasks are accomplished in a timely and effective manner.
- Provide support and guidance and on the job training to enhance Course Administrators effectiveness
- Contribute to development of Course Administration KPIs in accordance with Business and Strategic plans
- Coordinate performance feedback (ASPIRE)
- Anticipate work flow peaks and other problems and recommend solutions

### **Office Management**

- Establish and maintain education administrative service procedures and office management systems
- Coordinate provision of secretariat services for meetings including agenda setting and electronic minute taking
- Ensure accounting procedures are followed according to organisational policy
- Manage group email boxes
- Identify and coordinate general duties
- Initiate review of business practices and recommend improvements

### ***Course Administration***

- Lead the planning of the annual Education Calendar
- Oversee Education Calendar for currency and accuracy
- Work with relevant staff to plan, execute and ensure the smooth running of courses and educational activities
- Ensure internal and external room bookings are confirmed
- Arrange travel and accommodation according to organisational policy
- Prepare student and facilitator resources prior to each course or educational activity
- Organise catering
- Monitor and facilitate requests for logistical support from other departments
- Initiate and monitor RACGP, ACRRM, NESAs and RTO reporting within designated time frames
- Contribute to management of education projects
- Recommend improvements to administrative procedures and logistics

### ***Student Management***

- Monitor student data entry and ensure student management and associated systems are accurate and up to date (VETtrak, SPOT, Moodle, NEXUS)
- Ensure all student file histories are updated before, during and after each course or educational activity
- Liaise with students regarding course registration and enrolment
- Preparation and distribution of student communication, for example Welcome Packs
- Enrolment and help desk support for students in the online space
- Ensure all qualifications and certifications are accurate and meet organisational standards and accreditation requirements

### ***Resource Management***

- Maintain and organise specific course resources as required
- Ensure materials/resources are prepared in a timely manner before each course or educational activity (online and hard copy)
- Contribute to organisational resource management, as required
- Maintain and monitor office supplies for Education Services, within budget
- Ensure resources are managed within budget

### ***Marketing***

- Assist in the coordination, development and implementation of communications and marketing materials to promote education
- Ensure course flyers are accurate and distributed in a timely manner
- Monitor education web pages for accuracy

### **Customer Service**

- Promptly respond to emails and telephone calls in a courteous manner
- Interact in a positive, friendly and professional manner
- Work collaboratively with internal team members, representatives and other key stakeholders
- Manage first line escalation and trouble shooting

### **Quality Improvement**

- Coordinate evaluation processes according to organisational policy:
  - Prepare and distribute evaluation surveys
  - Prepare evaluation reports
  - Arrange debrief meetings
  - Prepare other reports, as applicable
- Lead continuous quality improvement processes
- Review effectiveness of processes and respond to improvement proposals and suggestions
- Initiate and complete reporting requirements (NESA, ASAQ, ACRRM, RACGP)
- Ensure all documentation produced and printed is accurate, edited, proof read and approved, where applicable

### **Professional development**

- Is fully aware of and ensure organisational policies and procedures are followed
- Take responsibility for own professional development to meet work demands
- Participate in professional development and on-the-job training
- Identify professional development and on-the-job training requirements for course administrators

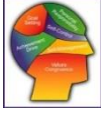




### **Financial and resource management / administration**

- Maintain appropriate resource allocation, and effective management and administrative practices, in accordance with organisational policies, processes and delegations of FPNSW.

### **Work health and safety**

- All employees are responsible to ensure they work in a manner which minimises the risk of injury to themselves, other workers, clients and visitors
- Managers are responsible for ensuring that safe work practices are in place and all employees abide by safety instructions
- Any potential risk should be reported to the employee's manager immediately for investigation and remedy
- Any breaches of safety procedures must be reported through the incident management procedures and any employee found breaching safety requirements will be subject to disciplinary action which may include termination of employment

## Family Planning NSW Capability Framework

Capability Group	Capability Name	Level Descriptor
<b>Personal Attributes</b>  	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	Advanced
	<b>Act with Integrity</b> Be ethical and professional, and adhere to the Family Planning NSW values	Advanced
	<b>Manage Self</b> Show drive and motivation, a measured approach and a commitment to learning	Advanced
	<b>Value Diversity</b> Show respect for diverse backgrounds, experiences and perspectives	Advanced
<b>Relationships</b>  	<b>Communicate Effectively</b> Communicate clearly, actively listen to others and respond with respect	Advanced
	<b>Commit to Customer Service</b> Provide customer centric services in line with organisational objectives	Advanced
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	Advanced
	<b>Influence and Negotiate</b> Gain consensus and commitment from others and resolve issues and conflicts	Advanced
<b>Results</b>  	<b>Deliver Results</b> Achieve results through efficient use of resources and a commitment to quality outcomes	Advanced
	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	Advanced
	<b>Demonstrate Accountability</b> Be responsible for own actions, adhere to legislation and policy and be proactive to address risk	Advanced
<b>Business Enablers</b>  	<b>Finance</b> Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	Highly Advanced
	<b>Procurement and Contract Management</b> Understand and apply procurement processes to ensure effective purchasing and contract performance	Advanced
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	Adept
<b>People Management</b>  	<b>Manage and Develop</b> People Engage and motivate staff and develop capability and potential in others	Adept
	<b>Inspire Direction and Purpose</b> Communicate goals, priorities and vision and recognise achievements	Intermediate
	<b>Optimise Business</b> Outcomes Manage resources effectively and apply sound workforce planning principles	Adept
	<b>Manage Reform and Change</b> Support, promote and champion change, and assist others to engage with change	Advanced

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**Verification**

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

**Position holder:**

Name:

Signature:

Date:

**Supervisor:**

Name:

Signature:

Date:

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