

POSITION DESCRIPTION

Position Title:	Course Administrator
Grading:	Administration L4
Status:	Full time or part time
Location:	Newington (on site)
Responsible to:	Education Manager
Responsible for:	Nil

Our Organisation

Family Planning Australia 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 every body in every family as well as education and training and evidence-based research to support doctors, nurses and other professionals.

Family Planning Australia 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.

Position Overview

The Level 4 Course Administrator provides high level end-to-end administrative support to the Education Service to ensure efficient delivery of Family Planning Australia courses and educational activities.

Some travel within NSW may be required.

Selection Criteria

Essential

- Relevant skills, experience and qualifications
- Demonstrated ability to establish, maintain and monitor administrative procedures and processes and ability to produce data reports
- Highly developed skills in the use of contemporary information technology, including SharePoint, MS Office Suite, Outlook calendars for scheduling meetings, Zoom and database management
- Sound interpersonal, oral and written communication skills
- Excellent time management skills; demonstrated critical thinking skills
- Experience and enjoys working in a multi-disciplinary environment
- Must have full Australian working rights

Desirable

- Previous experience working in the community and/or health care sector
- Relevant qualifications or currently studying to achieve them
- Experience in database management, student management system (VETtrak)

Other requirements

- A Criminal Record Check and Working with Children Check are required prior to commencement in this role

Values

- Family Planning Australia is a pro-choice organisation.
 - o Staff are expected to fully support an individual's right to choose regarding their:
 - pregnancy, whether that be parenting, adoption/foster care or abortion
 - o As an abortion service provider, all staff at FPA are expected to actively participate in the provision of abortion services within the full scope of their role.
- Must support the Family Planning Australia values that champion the rights of every individual to make their own choices concerning their sexual and reproductive health and rights; in support of this we are:
 - o Compassionate
 - o Collaborative
 - o Empowered
 - o Bold

Key Responsibilities

Student Management

- Accurate data entry in student management and associated systems (VETtrak, Moodle)
- Update student file histories before, during and after each educational activity
- Liaise with student participants 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
- Produce accurate qualifications and certifications according to organisational standards

Resource Management

- Preparation of materials/resources for courses and educational activities
- Maintain office supplies and educational resources /equipment for Education Services

Course Administration

- Contribute to the planning of the annual Education Calendar
- Ensure Education Calendar is current and accurate
- Work with relevant staff to plan, execute and ensure the smooth running of courses and educational activities (online and hard copy)
- 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

- Provide logistical support for educational activities, as required
- Prepare data for reporting and accreditation requirement for RACGP, ACRRM, NESA and RTO reports

Marketing

- Assist in the development and implementation of communications and marketing materials to promote education
- Create and distribute course flyers in a timely manner
- Ensure education web pages are accurate
- Assist in the preparation of electronically distributed marketing (EDMs)

Office Management

- Complete administrative procedures and office management systems according to organisational policy
- Provide secretariat services for meetings including meeting scheduling, agenda setting and electronic minute taking
- Process invoices for accounts payable and accounts receivable
- Complete general administration duties, as designated

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

Quality Improvement

- Contribute to evaluation processes according to organisational policy:
 - Prepare and distribute evaluation surveys
 - Prepare evaluation reports
 - Arrange debrief meetings
 - Prepare other reports, as directed
- Contribute to continuous quality improvement processes
- Make suggestions to improve effectiveness of processes
- Contribute to reporting requirements (NESA, ASQA, ACRRM, RACGP)
- Ensure all documentation produced and printed is accurate, edited, proofread and approved, where applicable
- Recommend solutions to identified problems

Professional development

- Has a working knowledge of and follows organisational policies and procedures
- Take responsibility for own professional development to meet work demands
- Participate in professional development and on-the-job training

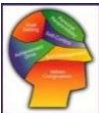
Financial and resource management / administration

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

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 Australia Capability Framework

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

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:
