

# Position Description

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| <b>Position Title:</b>   | <b>Training Support Officer</b>                            |
| <b>Reports to:</b>       | <b>Commercial Training Manager</b>                         |
| <b>Date:</b>             | <b>February 2024</b>                                       |
| <b>Position Details:</b> | <b>Part-time, permanent position based at Surf Central</b> |

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## **Environment:**

Surf Life Saving SA (SLSSA) is the peak organisation for surf life saving in South Australia and is affiliated with Surf Life Saving Australia.

Surf Life Saving SA is responsible for the governance, development, promotion and administration of surf life saving throughout South Australia and has the responsibility for servicing its 9,000 members and 22 clubs.

## **Position Scope:**

The Training Support Officer will provide effective and efficient administration support for the SLSSA Registered Training Organisation(RTO) and the Education and Training Team.

This position will support SLSSA staff in the effective delivery of Commercial and Member courses and administer the student management system in accordance with ASQA compliance requirements.

## **Key Relationships:**

- CEO
- Commercial Training Manager
- Education and Training Manager
- Commercial Training Administrator
- VET Compliance Coordinator
- Surf Life Saving SA Trainers
- Surf Life Saving SA Staff
- Surf Life Saving SA Clubs and Members
- General Public and clients / stakeholders
- External education and compliance agencies

## Key Areas of Responsibility:

Working closely and supporting the Commercial Training Administrator, the Training Support Officer will assist with the following tasks:

- Administration of the student management system (aXcelerate).
- Course enrolment process.
- Preparation of course paperwork and resources.
- Commercial course enquiries/cancellations/payments.
- Resulting/Processing/ Reporting using Surf Guard and aXcelerate - Student Management Systems.
- Distributing Qualifications and Statement of Attainment certificates.
- Invoicing for commercial courses using Xero.
- Updating and uploading course information to the SLSSA website and Teamup calendar.
- Booking travel and accommodation for regional training.
- Quality checking data periodically as advised by the VET Compliance Coordinator.
- Review of learner surveys.
- Collating course evaluations and distributing to commercial trainers.
- Archiving training records.
- Maintaining course resources.
- Maintaining relationships with stakeholders.
- Backfilling administrative tasks of the Education and Training Team as required.

## Team Performance:

- Contributing to the overall success of the Surf Life Saving SA team through open and honest communication, respect for others and reporting progress regularly;
- Taking a proactive role in fostering a positive, enterprising and success-driven culture within Surf Life Saving SA;
- Performing the responsibilities of the role in a manner which reflects and responds to continuous improvement.

## Essential Skills:

- Efficient administration and coordination skills.
- Strong computer skills with the Microsoft Office Suite.
- Strong customer service skills.
- Exceptional attention to detail.
- Excellent interpersonal skills, including verbal written communication.

## Skills, Experience and Qualifications:

- Certificate level 3 or higher is desirable.
- Working in an RTO environment is desirable but not essential.
- Knowledge of aXcelerate or similar Student Management Systems is desirable.
- Understanding of Surf Life Saving and its unique culture, not for profit, charity sector is desirable but not essential.



## **Team Agreement**

Our team will create a fun and enjoyable work environment that we are proud of. We will achieve this as a crew by:

- Celebrating our wins
- Showing respect to all
- Supporting each other
- Acting with integrity

## **Personal Attributes:**

- Leads by example and has integrity and willingness to model the values of Surf Life Saving SA;
- Demonstrates commitment, drive and initiative to achieve strategic organisational objectives;
- Highly motivated and enthusiastic team player with the ability to work autonomously and collaboratively in a team to maximise outcomes;

## **Hours of work:**

The position is a part-time 15 hours per week, with hours of work to be negotiated with the successful candidate.

## **Special Requirements:**

The successful applicant will be required to satisfy the requirements of a Working with Children Check and a National Police Check.