



Position Details

Position Title	GTO Administrator
Location	MTA Group Training Scheme 3 Frederick Road, Royal Park
Reports To (Position Title)	General Manager Apprentice Employment Services
Financial Accountability (Expense Budget and/or revenue)	N/A
Management Responsibility (No of employees managed/supervised)	N/A

Position Responsibilities

Note: For the purposes of this Position & Person Specification 'stakeholder' refers to any person or entity that has any form of interaction with MTA Group Training Scheme.

Purpose of the Position	<p>The GTO Administration Officer is required to provide support professionally, positively and efficiently to:</p> <ul style="list-style-type: none">• Maintain accurate data, reporting, correspondence and submission of financial claims for the GTO;• Undertake GTO specific administrative tasks as required;• Contribute to administrative compliance in line with regulatory bodies' requirements, legislation and MTA policies;• Provide accurate and appropriate information regarding the MTA's GTO services to MTA stakeholders.
--------------------------------	---

List the key responsibilities/activities of the position. Each responsibility should be weighted according to the amount of time/effort spent on it during a normal year. The total weighting will be 100%.

Responsibility (1)	Coordinate Apprentice Intake Paperwork	Time Spent
Purpose of Activity	Ensure new apprentice data is collected and actioned promptly and in line with GTO Policies and Procedures.	15%
Example Activities	<ol style="list-style-type: none"> 1. Manage, organise, and update relevant data using database applications 2. Collect, store and distribute data to meet requirements 3. Create individual CRM GTO files 4. Collect and ensure all Apprentice paperwork is completed correctly 5. Upload paperwork by scanning and filing into respective Apprentice files and complete any registration requirements 6. Follow up any outstanding paperwork 7. Completion of administrative tasks in a professional, timely and accurate manner whilst meeting policy and compliance requirements 	
Responsibility (2)	Apprentice Suspension and Termination	15%
Purpose of Activity	Provide administrative support to ensure the correct actioning of Apprentice suspension and termination paperwork.	
Example Activities	<ol style="list-style-type: none"> 1. Work proactively with the General Manager, Team Leader and Field Officers to monitor and track the progress of Apprentice/s suspension and termination status 2. Collect paperwork and promptly process as per the GTO Policies and Procedures 3. Ensure accurate recording of change in status for Apprentices in CRM 4. Follow up the General Manager, Team Leader, Field Officers and Apprentices for outstanding suspension and termination paperwork 5. Liaise with TAS and Apprentice Centre regarding any Apprentice paperwork, as and when required. Suspension and termination processes including generating suspension and termination paperwork, submitting completed 	

	paperwork to TAS, receipt of TAS approval letters, updating JobReady and tracking spreadsheet throughout process, filing of paperwork, follow-up requests and paperwork with TAS, Field Officers and apprentices. Weekly reporting to Management.	
Responsibility (3)	Apprentice Data Sheet Actions	15%
Purpose of Activity	Accurate and timely actioning of data sheet requirements.	
Example Activities	<ol style="list-style-type: none"> 1. Receive data sheets from Field Officers 2. Promptly update alterations to CRM 3. Mail advice to Apprentices and Hosts 4. Log completed data sheets into CRM against the Apprentice or Host 5. Update CRM notes to reflect changes of situation 6. Update Host rotation in CRM 7. Update and track suspension progress 8. Creation of Completion & Commencement letters for Hosts and Apprentices 9. Scanning of letters & filing in appropriate area 10. Email letters update CRM with new Host & attached scanned files 	
Responsibility (4)	Apprentice Employment Commencement and Completion Incentive Claims	10%
Purpose of Activity	To capture all available incentive claims available to the GTO.	
Example Activities	<ol style="list-style-type: none"> 1. Claims received from Apprentice Centre 2. Check claim incentive dates 3. Check and confirm payroll system for payroll evidence to initiate claim 4. Apprentice must sign if payroll evidence is not available 5. Complete claim form and signed off 6. Scan and save into G drive 7. Return completed claim to Apprentice Centre 	

	8. Liaise with Apprentice Centre to correct claim dates if apprentice has been on suspension 9. Register claims in CRM and financial spreadsheet	
Responsibility (5)	Meetings	10%
Purpose of Activity	Assist management in the coordination of meeting requirements.	
Example	1. Prepare meeting Agenda 2. Coordinate meeting times 3. Attend meetings and take minutes 4. Type and distribute minutes 5. Create action list from meeting notes	
Responsibility (6)	Completion of administrative tasks in a professional, timely and accurate manner whilst meeting policy and compliance requirements	35%
Purpose of Activity	To provide broader administrative support as part of the Administration team. To promote and represent the organisation professionally and positively at all times.	
Example Activities	1. Provide assistance with tasks as assigned and as may be delegated from time to time by the General Manager Apprentice Employment Services 2. Assist with special projects which can include administration and reporting requirements to government portals; the completion, collection and follow up of participant paperwork and the general assistance to staff with special projects 3. Provide Reception support with phone calls and counter enquiries 4. Managing the applicant selection process in Expr3ss through to interview stage - send confirmation SMS and emails via Expr3ss - occasionally organise testing passwords	

	<ul style="list-style-type: none"> - occasionally provide applicant questionnaire and escort to testing - send successful and unsuccessful emails via expr3ss - invite successful applicants to information night via expr3ss <ol style="list-style-type: none"> 5. Organise Apprentice pre-employment medicals (if applicable) 6. Assist with daily mail tasks when necessary including; <ul style="list-style-type: none"> - Organise ad hoc courier pickups and deliveries including toolboxes - Provide back up to reception as required 7. Create new and review and update previous procedures 8. Format GTO Policies and Procedures 9. As directed, provide assistance to organise and set up events/functions held at the MTA Training and Employment Centre or externally 10. Actively participate in team activities such as staff meetings, continuous improvement programs and group tasks 11. Enhance the experience of internal and external customers through the provision of professional, courteous and efficient customer service 12. Develop and maintain professional and positive internal and external working relationships and open lines of communication 	
Total Weighting		100%

Compliance Responsibilities

It is the responsibility of both the manager and incumbent(s) of the role to ensure that the following compliance requirements are met:

- National Standards For Group Training Organisations 2006
- Data Provision Requirements 2011 (Legislation)
- Financial Viability Risk Assessment Requirements 2011 (Legislation)
- Fit & Proper Person Requirements 2011 (Legislation)
- NVR (National Vet Regulator) National Vocational Education & Training Regulator Act 2011
- TaSC (Training & Skills Commission SA) – Government Funding
- TAS (Traineeship & Apprenticeship Services)
- All MTA Corporate, RTO & GTO Policy & Procedure
- Ancillary Legislation relevant to the operations of RTO & GTO including but not limited to EEO, Privacy, WHS, data management etc.

Knowledge, Skill and Experience Requirements

Qualifications	Essential	Preferred
<ul style="list-style-type: none"> • HSC • Degree/Diploma • Post-Graduate Qualifications • Trade Certificate • Industry Specific Qualifications 	<ul style="list-style-type: none"> ▪ Cert III Business Administration or greater or equivalent experience 	<ul style="list-style-type: none"> ▪
Knowledge	Essential	Preferred
	<ul style="list-style-type: none"> ▪ Working knowledge of the National Standards for Group Training Organisations 2006 and/or Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration 2010 and Australian Qualifications Framework; ▪ Working knowledge of the Group Training and/or Vocational Education & Training sectors; ▪ Working knowledge of Training & Skills Commission (SA) and Traineeship & Apprenticeship Services' roles and responsibilities within the Vocational Education and Group Training sectors; 	

	<ul style="list-style-type: none"> ▪ Working knowledge of legislative compliance for administrative services within the Vocational Education & Training and Group Training sectors and in particular those related to <ul style="list-style-type: none"> - Training & Skills Development Act 2008 (SA) - Privacy - Freedom of Information - Access and Equity - Records Management - Child Protection - Work Health Safety ▪ Administrative and clerical procedures; ▪ Customer service principles and practices. 	
Skills & Attributes <ul style="list-style-type: none"> • Interpersonal Skills e.g. Communication, Negotiation, Problem Solving, Analytical, Customer Service, Team work. 	Essential <ul style="list-style-type: none"> ▪ Positive and effective interpersonal skills with the ability to maintain successful interpersonal relationships with workplace stakeholders and internal and external customers; ▪ Time management skills-organisational, prioritising and planning skills; ▪ The ability to successfully participate in a team and/or autonomously manage individual productivity and quality control; ▪ High level written and verbal communication skills; ▪ Attention to detail, accuracy and efficiency; ▪ Solution-oriented with high level of initiative; ▪ Initiative and problem solving; 	Preferred

	<ul style="list-style-type: none"> ▪ Reliability; ▪ Flexibility and works well under pressure; ▪ Professional and courteous manner and personal presentation. ▪ Confident with the use of technology. 	
Personal alignment with MTA Values	<p style="text-align: center;">Essential</p> <p>Teamwork: Working together, empowering and supporting one another to achieve our common goals</p> <p>Achievement: We do our best to exceed expectations, striving for innovation in our delivery of relevant and valued services</p> <p>Accountability: We take ownership of all that we do, each taking responsibility for our part in delivering high quality services</p> <p>Respect: We understand, acknowledge and appreciate the needs, opinions and values of everyone by embracing the diversity we have within our organisation.</p> <p>Excellence: We strive to do and be the best in all that we do every day.</p>	Preferred
Computer Software <ul style="list-style-type: none"> • Eg. Microsoft suite, Project, Finance. 	<p style="text-align: center;">Essential</p> <ul style="list-style-type: none"> ▪ Proficiency in information management including <ul style="list-style-type: none"> - Microsoft Office Suite – Word, Excel, Power Point, Access Database; - Microsoft Outlook – Email, Contacts, Tasks, Calendar; - Internet – Windows Explorer 8; ▪ Databases; ▪ Word processing – minimum 40 words per minute; 	<p style="text-align: center;">Preferred</p> <ul style="list-style-type: none"> ▪ IMIS Software; ▪ Student Management Database - JobReady or CHIP and/or VETA Software

	<ul style="list-style-type: none"> Numeric Data Entry – minimum 200 key strokes per minute (12000 per hour); 	
Technical Skills <ul style="list-style-type: none"> Licences 	Essential	Preferred Drivers Licence
Experience <ul style="list-style-type: none"> Industry and/or field experience. 	Essential <ul style="list-style-type: none"> Working with and meeting compliance standards; Within a Group Training Scheme or Registered Training Organisation. Successful proactive participation in a team within a commercial environment and quality focused administrative environment; Provision of quality customer service via telephone and face-to-face within a busy professional and service-oriented organisation. 	Preferred Administrative experience

Frequent Contacts

Internal Contacts Includes organisational managers and employees.	Organisational Managers Organisational Employees Apprentices
External Contacts Includes customers, members, suppliers, Government bodies, industry groups, competitors	AASN's ASQA, TAS, TASC Suppliers Host Employers External Applicants

Managerial/Leadership Functions

Relevant management functions performed including: <ul style="list-style-type: none"> Performance and Career Planning Salary Review Business Planning Budgeting 	N/A
--	-----