

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	GTO Administrator Officer
<b>LOCATION:</b>	Cairns
<b>REPORTING TO:</b>	Operations Manager
<b>DEPARTMENT:</b>	RTO

## PURPOSE STATEMENT

The GTO Administration Officer administers and supports the commencement and progression of apprentices and trainees through Skill360's GTO, including all relevant onboarding, registration, training, suspensions and completion documentation in accordance with internal, external and contractual obligations and requirements.

## OUR VISION

To be the best integrated workforce solutions provider.

## OUR MISSION

To provide employment opportunities and up-skilling to people, communities and businesses in a sustainable way.

## OUR VALUES

- We will invest in our people
- We will be 100% safe, 100% of the time
- We will provide innovative solutions to problems
- We will provide excellent customer service
- We can always be better in how we do things

## REPORTING

This position reports to the Operations Manager

## PRIMARY DUTIES

- Provide administrative support to Skill360 GTO.
- Effectively facilitate and coordinate all documentation for apprentice and trainee commencements, including new starter packs, contracts of employment and other relevant documentation in line with employment service standards
- Effectively facilitate and coordinate all documentation for apprentice and trainee completions.
- Administer correspondence letters such as warnings and termination notices in consultation with Corporate Services HR team;
- Assist in the development of individual support plans for apprentices and trainees;
- Maintain, monitor, produce relevant documentation and advise key personnel on apprentice and trainee important dates and changes, including;
  - Probation reviews

- Levels ups
- Wage increases
- Location changes
- Host Employer Transfers
- School based completions
- Apprenticeship/Traineeship completions
- Training blocks
- Resignations
- Terminations
- Host Employer cancelations
- Build and maintain effective relationships with internal and external stakeholders, including Skill360 GTO and RTO, BUSY Schools, The BUSY Group Human Recourses and Payroll, BUSY At Work Employment Services and Apprenticeship Field Services, TAFE and other RTO's to effectively administer the functions of the Skill360 GTO, including;
  - Training plans
  - Authority to invoice forms
  - Training block dates
  - Training notices
  - Feedback on training performance
  - Training resits
  - Completion agreements
- Actively seek training opportunities for apprentices/trainees with Skill360 RTO
- Actively seek SAT opportunities for Busy Schools
- Coordinate the scheduling and attendance of training with the appropriate RTO;
- Ensure the accurate record keeping for all apprentices/trainees and host employers are maintained and updated in Job Ready.
- Provide excellent customer service to stakeholders, including the handling of phone enquiries from trainees and apprentices and the general public.
- Provide assistance to any clients and customers that present to reception;
- Attend networking events including Trade shows and other professional events where required
- Provide support in the RTO Administration when required
- Undertake any other duties commensurate to your skills and experience

## **KNOWLEDGE, SKILLS & EXPERIENCE**

- High level administration, attention to detail and accuracy
- Experience working in a contractually compliant environment
- The ability in managing a diverse workload, manage multiple tasks and meet deadlines
- Demonstrated ability to manage personal information in a private and confidential manner
- Experience working in an Employment Services, AASN, GTO or similar setting
- Demonstrated ability to effectively communicate and engage with a range of internal and external stakeholders including Apprentices, Trainees and Host Employers

- Demonstrated ability in the use of MS Office suite, including word, excel and the ability to acquire knowledge of database applications.

#### **QUALIFICAITONS**

- Qualifications in Business or related discipline is preferred; and
- Working with Children Check (Blue Card) Queensland

#### **KEY DIMENSIONS**

Key dimensions required within the role include adaptability, building high internal and external customer satisfaction levels, and the following:

- Managing work/time;
- Communication;
- Work standards;
- Follow-Up;
- Client focus;
- Accuracy;

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_