

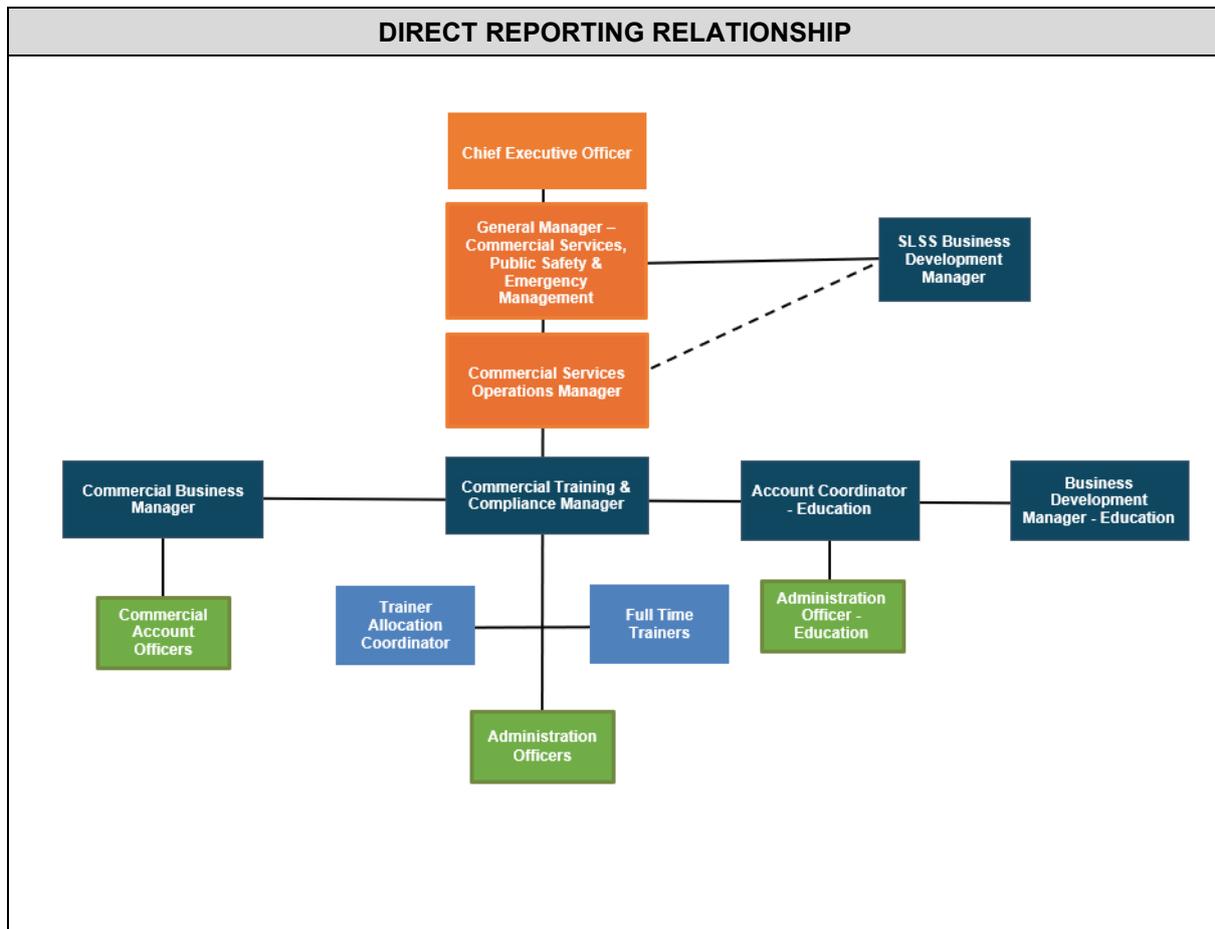


POSITION DESCRIPTION

POSITION	WORK LOCATION	POSITION DESCRIPTION COMPLETED
Administration Officer - Education	SLSNSW Headquarters	March 2026
REPORTS TO:	DIRECT REPORTS:	DEPARTMENT
Account Coordinator - Education	NIL	First Aid Training and Services

PURPOSE STATEMENT

The Administration Officer – Education is responsible for a customer first approach to all Education queries, including but not limited to course enrolments, certificate enquiries and course bookings (both public and onsite) to ensure effective and efficient operations. Diligent approach to accurate data entry and data maintenance including all RTO (Registered Training Organisation) and reporting requirements, including but not limited to the NSW Department of Education’s Training Management System (TMS).





SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> • Excellent communication skills - both written and verbal • Ability to multitask, and complete allocated tasks within set time frames. • Experience with dealing with client correspondence and first line queries • Demonstrated accuracy and attention to detail – takes pride in work • Enthusiastic and customer orientated approach • Strong administrative skills and experience • Sound computer skills particularly Microsoft Word, Excel, and Outlook • Demonstrated ability to communicate with various stakeholders both internal and external to the organisation • Proven ability to work autonomously yet successfully contribute to a cohesive team environment 	<ul style="list-style-type: none"> • Knowledge of first aid training and first aid equipment industry; • Exposure to the not-for-profit sector; • Exposure to working in a Registered Training Organisation (RTO). • Experience with learner management systems (LMS).

KEY ROLE RESPONSIBILITIES	
Responsibility	Description of Responsibilities
KRA 1 - Customer Support	<ul style="list-style-type: none"> • Manage all queries from clients and participants ensuring they receive a response within 24 hours. • Escalate queries to Account Coordinator - Education as necessary • Coordinate client bookings both public and onsite in line with Account Coordinator - Education and Trainer Allocation Coordinator • Process and provide accurate invoices to Education Training clients and participants • Work cooperatively within the First Aid Training Service team to achieve goals and objectives in a timely manner • Assist on reception as required
KRA 2 – Training Administration	<ul style="list-style-type: none"> • Accurate Data entry into the RTO Learner Management system of all relevant Education Training information • Accurate Data Entry into client Training Management Systems within contracted time frames • Provide administrative, clerical and project support as required adhering to relevant policies, standards, and formats • Organise and maintain filing systems, other records, and all correspondence



KRA 3 - Business Administration	<ul style="list-style-type: none"> • Accurate completion of invoicing requirements to Education Clients • Assist in maintaining databases for systems relative to Commercial Training, ensuring that information is entered accurately • Assist Account Coordinator - Education with the timely coordination and distribution of mail outs and other marketing collateral • Assist team with first aid equipment order requirements including packing and postage • Process, generate and distribute all relevant commercial training certificates • To deputise in the functions of other Administration Officers as required • To perform other reasonable duties as required under the context of this position.
---------------------------------	--

CORE ACCOUNTABILITIES (ALL EMPLOYEES)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	<ul style="list-style-type: none"> • Demonstrates action taken in identifying hazards, assessing risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace • Demonstrates duty of care, considers own safety and the safety of others while at work • Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times • Is fully aware of SLSNSW's safety procedures and expectations, and actively participates and contributes • Participates in the ongoing improvement of the SLSNSW WHS Policy and visibly and constantly supports its implementation • Practice and promote the SLSNSW Equal Employment Opportunity (EEO), Anti-Discrimination, Anti-Bullying and Harassment Policy by treating fellow employees and others fairly and equitably and without discrimination, harassment or bullying.
Organisational Culture	<ul style="list-style-type: none"> • Promotes and encourages personal growth and effective communication • Understands and supports the Code of Conduct, policies and procedures of the organisation • Continually contributes to and supports volunteers & employees, including Directors, Branches, Clubs & Members.
Leadership/Teamwork	<ul style="list-style-type: none"> • Supports the decisions of SLSNSW Board of Directors and SLSNSW Management • Displays willingness to assist others, shares knowledge openly, cooperates and supports the department • Receptive and open to feedback • Maintains a positive and constructive attitude that promotes confidence in those around them • Contributes to team meetings and promotes the exchange of information throughout the organisation • Regularly meets with Manager/ team to discuss performance, plans and current issues.



Continuous Improvement	<ul style="list-style-type: none"> • Exercises initiative in making improvements to work processes and outcomes • Always searches for better ways and strives for best practice • Embraces and adapts to change.
------------------------	---

WORKING RELATIONSHIPS
<p>Internal: The Administration Officer works closely with the First Aid Training Services team in assisting with sales and administration coordination and support. The role also works with the finance department in relation to the invoicing of clients</p> <p>External: Providing high quality customer service for commercial customers, ensuring their needs are met.</p>

APPROVAL								
<p>This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation</p>								
<table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">Commercial Services Operations Manager</td> <td style="width: 30%; text-align: right;">Date</td> </tr> <tr> <td style="border-top: 1px dotted black; height: 20px;"></td> <td style="border-top: 1px dotted black;"></td> </tr> <tr> <td>General Manager Commercial Services, Public Safety & Emergency Management</td> <td style="text-align: right;">Date</td> </tr> <tr> <td style="border-top: 1px dotted black; height: 20px;"></td> <td style="border-top: 1px dotted black;"></td> </tr> </table>	Commercial Services Operations Manager	Date			General Manager Commercial Services, Public Safety & Emergency Management	Date		
Commercial Services Operations Manager	Date							
General Manager Commercial Services, Public Safety & Emergency Management	Date							
<p>I have read and understood this document and agree to perform the duties and responsibilities as listed within the list</p>								
<table style="width: 100%; border: none;"> <tr> <td style="width: 80%;">Employee Name</td> <td style="border-top: 1px dotted black; height: 20px;"></td> </tr> <tr> <td>Employee Signature</td> <td style="text-align: right;">Date</td> </tr> <tr> <td style="border-top: 1px dotted black; height: 20px;"></td> <td style="border-top: 1px dotted black;"></td> </tr> </table>	Employee Name		Employee Signature	Date				
Employee Name								
Employee Signature	Date							