

HR	<b>Position Description</b>	
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<b>Job Title</b>	Academic & Training Administration Officer
<b>Department</b>	Client Services - Global
<b>Reports To</b>	Academic Manager
<b>Manages / Supervises</b>	N/A

( x ) New Job Description      ( ) Revised Job Description

## 1. PURPOSE OF THE JOB:

- Provide administration support to the Academic Manager and other Client Services Managers to meet the training needs of Client Services staff; and maintain staff training records in conjunction with HR.

## 2. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Coordinate Client Services staff attendance at domestic and international conferences, including advertising opportunities, managing applications, registration and travel requirements.
- Coordinate internal and external Client Services training courses/seminars including; advertising opportunities to staff, arranging registration, venue hire, catering and travel arrangements for all Client Services staff members.
- Plan and coordinate Global staff training/meetings and events e.g. AGM attendance.
- Manage the training records of Client Services staff in conjunction with Client Services Managers and the HR department.
- Liaise with internal and external stakeholders to develop / source appropriate training materials and other resources.
- Under direction from the Academic Manager liaise with Renwick Centre (RIDBC), Macquarie University and Client Services staff to assist with the coordination of the Master degree program.
- Manage and prepare university invoices for new O&M students undertaking Master of Disability Studies through Renwick / Macquarie University.

- Perform financial administration duties, including reconciliation of credit card statements for approval, coding of invoices and raising purchase orders.
- Assist the Academic Manager with management of the International Journal of O&M (IJOM) subscription register.
- Assist with collation of Client Evaluation Tool (CET) outcome measure data and other research data, as required.

### **WH&S Responsibilities**

- Follow Guide Dogs NSW/ACT WH&S policy, procedures and rules, and follow safe work practices.
- Report any hazards and incidents as soon as possible, whether or not someone was injured.
- Participate in WH&S consultation meetings to discuss workplace safety in the department.
- Assist in the return to work process for yourself or any work colleagues following injury.
- Participate in WH&S activities such as training, inspections, investigations, evacuation drills, WH&S meetings and risk assessments as required.
- Do not misuse or interfere with anything which is provided in the interests of workplace health and safety.

### **3. OTHER DUTIES & RESPONSIBILITIES:**

- Other related duties as required.
- Participate in personal development opportunities.
- Keep informed on company procedures and policies.
- Conduct all activities in a manner consistent with the Workplace Behaviour Policy.

### **4. SUPERVISORY RESPONSIBILITIES:**

- N/A.

### **5. KNOWLEDGE & SKILLS:**

- Ability to maintain client and staff confidentiality.
- Excellent interpersonal and communication skills.
- Highly organised, flexible and able to prioritise tasks.
- Ability to show initiative and work with minimal supervision
- Excellent MS Office skills in Word, Excel and PowerPoint.
- Demonstrated high level of accuracy and attention to detail.

- Previous experience in an office environment and/or relevant administrative qualifications and training.
- Able to manage the physical demands and inherent requirements of the job and complete the tasks and duties as stated.

## 6. PHYSICAL DEMANDS OF THE ROLE:

- This is primarily an office-based role, with a high degree of computer work.
- The role requires extended periods of sitting.

High level of activity (90% or more of time spent performing these activities)

Activity	Description	Existing controls
Computer work including extensive data entry and some phone work.	Sustain a sitting posture for more than 90% of the working day: static arm, neck, shoulder and back posture and hand, wrist and finger fine motor skills.	Ergonomic office set up. Breaks as required. Headsets for phone calls.
Potentially dealing with staff or clients who may have unreasonable requests or demands.	Capacity to maintain a high level of customer service and potentially manage conflict or emotional distress when dealing with difficult people.	Manager support. If required, customer service training can be provided.
Lift and carry mail boxes, files and file boxes.	Requires full range of movement in shoulders and elbows, adequate pelvic stability and trunk strength.	Boxes weigh no more than 5kgs. Lifting trolley provided.

## 7. WORKING CONDITIONS & ENVIRONMENT:

- Open office floor plan, surrounded by your team and Manager (along with other departments within Guide Dogs NSW/ACT).
- Professional environment.

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Date Commenced Employment:

Employee's Signature:		Date:	
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Manager's Signature:		Date:	
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