

JOB DESCRIPTION

Position Title	National Administrator/Training Advisor – Short Courses
Group/Business Unit	National Development Office
Location	Auckland
Date	22 December 2011
Reports To	Public Relations Coordinator
Remuneration Band	

Our purpose

Workforce Development is a Tertiary Education Organisation (TEO) whose core purpose is to provide innovative education, training, support and resources. This is achieved by providing products and services based on sound educational practices, which serve the needs of clients.

In its growth, the Company has developed a depth and breadth of experience and is committed to the provision of education and training opportunities that empower people and that provide value to the business community. The range of activities includes both qualification and non-qualification based training in key vocational and social contexts and training resources from foundation to level 6.

National Development Office

The NDO team includes the senior managers and administration staff who centralise and support the activities of the different campuses. Currently we have campuses in Auckland, Lower Hutt, Porirua Napier and Flaxmere. NDO is responsible for the academic and compliance systems across the regions, and providing accounting, payroll, marketing and business development functions for the company.

Position purpose

This position will:

- Provide the national interface between potential students/training participants and HMC training options for short courses for all training sectors.
- Advise and guide potential students through the process of selecting the best training option as first point of contact.
- Maximise enrolment/registration conversions from programme enquiries.
- Ensure all learner documentation, administration and compliance/process requirements are met.
- Provide up to date information and reports to various functions as required.

Dimensions of the position

Number of direct reports	0
Total number of indirect reports	0
Operating budget	0
Other	

Important relationships

Internal

- Public Relations Coordinator
- Auckland Regional Manager
- Tutors
- Operations Manager
- Regional Managers

External

- Potential Clients
- Referral agencies
- Contractors

Key achievement areas	Key deliverables/outcomes	
Enquiries and student contact	<ul style="list-style-type: none">• Management of short courses throughout New Zealand• Process all enquiries as required• Ensure ACT enquiry database is up-to-date on a daily basis.• Analyse database on a daily basis and ensure timely action and follow up, maximising enrolment conversion rates	
Enrolment process	<ul style="list-style-type: none">• Ensure all documentation required for the various programmes is collected timely and complete• Ensure all data is entered into ACT	
Administration	<ul style="list-style-type: none">• Ensure compliance requirements are met within the agreed procedures, (eligibility) criteria and timeframes• Provide relevant and complete information to other staff involved in the enquiry and enrolment process as required• Provide proactive support to enrolment activities at other WFD campuses, ensuring administrative and compliance procedures are followed• Ensure processing is entered into our student management system• Ensure all relevant documentation is sent to the client• Ensure all relevant course information is sent to the contractor/tutor• Maintain course evaluations, reporting and response• Ensure company information on website and facebook are current and regularly updated	
Promotion	<ul style="list-style-type: none">• Promote Workforce Development and HMC, training and development options with potential student groups and referral agents, through personal visits and presentations when available• Provide 'hands on' support at any promotional events and activities	
Support	<ul style="list-style-type: none">• Arrange contractors/tutors to facilitate programmes across all regions• Provide support as reasonably can be requested from the Regional Managers	

Person specification and competencies

Qualifications and technical skills

Essential

- Experience in customer service
- Sound administration skills
- Ability to develop good relationships

Desirable

- Relevant tertiary qualification
- Proven success in a customer service administration role
- Knowledge and understanding of the education sector

Capabilities required for effective performance in the position

A proven track record in:

- Providing excellent service to internal and external customers
- High level of data integrity and confidentiality of client information