

Position Description: Support Officer - Student Services

Overview:

The CMTO is a training organisation dedicated to addressing the training needs of the Australian Community Media Sector.

The CMTO will strive to:

- Facilitate the development of a national training strategy for the community media sector.
- Promote a positive training culture throughout the community media sector.
- Maintain and develop its capacity as a high quality and sustainable media training organisation serving the community media sector.
- Build partnerships and create networks with other training providers and industry partners, consulting with community media sector organisations in the development of a national training strategy.
- Encourage innovation in training and learning in the community media sector.
- Identify and address skills shortages and gaps in training delivery, resource development and trainer professional development, with a particular focus on the priorities* established by the Australian Government for the National Training Program funding allocation for the community media sector .

**National Training Program (NTP) Priorities: The bulk of the training places to be directed to community broadcasting stations in regional, rural and remote areas. Funding will also be directed to the special training needs of radio for the print handicapped, Indigenous and ethnic radio broadcasting. In relation to ethnic training, ethnic youth, new and emerging ethnic groups and new language groups will be targeted for training opportunities.*

Position Title	Support Officer - Student Services	Classification	Educational Services (Post-Secondary Education) Award 2010 Schedule D—General Staff Level 1-5
Reports To	National Training Manager	Terms of Employment	As per contract
Salary Range	\$41,806.37 - \$60,638.53 p/a	Superannuation	9.5% employer contribution
Probation	3 months	Annual Leave	Four weeks (pro rata)
Conditions	The position is full-time for a fixed-term contract duration.		
Approved By	CMTO CEO	Date Updated	06/01/2021

Job Specification

Role

The CMTO Support Officer - Student Services is responsible for clerical and administrative support functions of the CMTO.

Responsibilities: (Job Specific)

1. Liaison and coordination.
 - a) Handling and registering CMTO related enquiries.
 - b) Assisting with face-to-face training workshop coordination.
 - c) Assisting with staff and trainer travel and accommodation bookings.
 - d) Assisting with online learning programs, including logistics, supporting trainers, supporting students and assisting with administrative tasks.
2. Student Services Duties.
 - a) Assist with the enrollment process and support student enquiries.
 - b) Assisting with data entry in the Student Management System.
 - c) Assist with maintenance of Trainer Files and updates
 - d) Maintain booking systems and course calendar.
 - e) Assisting students with online learning technical support.
 - f) Assisting in annual Compliance activities as required.
3. Office Coordination
 - a) Maintaining a safe office environment and remote working facilities.
 - b) Assisting with the maintenance of equipment and stocks of office supplies.
 - c) Maintenance of CMTO Asset Register.
 - d) General IT support.
4. Assisting Board and the CEO
 - a) Compiling meeting papers.
 - b) Booking board travel and accommodation.
 - c) Taking minutes at meetings as required.
 - d) Supporting the CEO in committee related activities.
5. Other duties as directed by the Training Managers and CEO.

Shared Responsibilities:

- Work cooperatively with other staff to achieve organisational objectives.
- Demonstrate commitment to and understanding of the values of community broadcasting.
- Maintain high standard work practices and ensure integrity, respect and confidentiality.
- Contribute to a positive, fun work environment.
- Practice environmental sustainability in the workplace.

Terms of Employment

The nature of the community broadcasting sector and this position mean that some after hours and weekend work may be required. Time in Lieu is available.

Selection Criteria: Support Officer - Student Services

- Some experience or understanding of the community broadcasting sector and/or training industry.
- Demonstrated experience and skills in administration, including data entry, word processing, and reporting.
- Demonstrated high level organisational skills.
- Excellent oral, written and personal communication skills (for production of reports, internal communications, dealing with complex enquiries by phone and email).
- Self-motivation and the ability to work independently or with minimal supervision.
- Experience working with a diverse range of communities and volunteers.
- Young people, Aboriginal people, Torres Strait Islanders and people from a range of cultural and linguistic backgrounds are encouraged to apply.

Preferred but Not Essential

- Demonstrated experience in prior use of a Student Management System and/or Learner Management System (such as aXcelerate or MOODLE).
- Demonstrated experience in basic IT systems maintenance or IT support.
- Training can be provided if a candidate has no previous experience.