

## **MAKING AN APPLICATION**

### **FRONT OF HOUSE ADMINISTRATION SUPPORT**

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All applications will be treated as confidential.



## **INFORMATION PACKAGE**

### **POSITION VACANT**

#### **FRONT OF HOUSE ADMINISTRATION SUPPORT EUROBODALLA ADULT EDUCATION CENTRE INC**

*(trading as South Coast Careers College / Adult Ed Community College)*

**CLOSING DATE: WEDNESDAY 13<sup>TH</sup> DECEMBER 2017**

### **CONTENTS**

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Eurobodalla Adult Education Centre  
PO Box 587  
BATEMANS BAY NSW 2536

Telephone: (02) 4472 9202  
Facsimile: (02) 4472 3621

Thank you for enquiring about  
this position.  
If, after reading the information  
in this package, you would like  
further information please  
contact:

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Sarah Watterson  
Ph: 02 4472 9202  
Email: [sarah@southcoastcolleges.edu.au](mailto:sarah@southcoastcolleges.edu.au)

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**PREPARING YOUR APPLICATION:**

It is most important your application addresses the selection criteria (both essentials and desirables) which are based on the Job Description.

**In your application, address each point listed in both the Essential and Desirable Criteria; e.g.**

**“Demonstrated excellent interpersonal and communication skills”**

**followed by a statement that explains your training and/or experience to date in doing this.**

**Then address the next point, and so on.**

**Applicants who do not prepare their application in this way will not be considered.**

Telephone (02) 4472 9202 and ask for assistance if you are unsure about how to prepare the application. We are happy to help.

Attach any supporting documents to your application i.e. your résumé, educational certificates and so on.

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**CLOSING DATE FOR APPLICATIONS:**

The closing date for this position is **5pm Wednesday 13<sup>th</sup> December 2017.**

**Applications must be submitted electronically via e-mail.** Applications must be received before 5pm.

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**SUBMITTING YOUR APPLICATION:**

Applications must be forwarded electronically via e-mail.

- Email your application and any supporting documents (including cover sheet) to: [sarah@southcoastcolleges.edu.au](mailto:sarah@southcoastcolleges.edu.au)

Type into the Subject line of your email: **“Confidential Job Application – Front of House Administration Support Vacancy”**

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**INTERVIEWS:** Applicants selected for an interview will be contacted within 10 days of the closing date for applications. Interviews for this position will be held in Batemans Bay.

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**CONTACT DETAILS:** Applicants must clearly indicate on their application a telephone number where they can be contacted for interview.

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**FACTORS BESIDE THE INTERVIEW:** In addition to your interview, these factors will be taken into consideration:

- ◆ the presentation and content of your application
- ◆ your work record of achievement in positions with similar criteria, and
- ◆ your referees (who will be contacted if you appear to be among the suitable group).

If you are called for an interview, you may also be asked to provide/demonstrate evidence of your skills and knowledge as outlined in your application.

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**REFEREES** Please supply the names and contact information for two referees who can be contacted to verify your claims against the selection criteria (Qualifications/Experience requirements of the Job Description). Referees will be asked to verify the information provided in your application and interview. Referees must be able to confirm your employment skills and experience.

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**FURTHER INFORMATION:** If, after you have been through the information package, you would like further information on this position please contact Sarah Watterson on Telephone: (02) 4472 9202.

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## **EMPLOYMENT APPLICATION COVER SHEET – FRONT OF HOUSE ADMINISTRATION SUPPORT**

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**This sheet must be completed and attached to your application (email).**

**Name:**

**Postal Address:**

**Contact Telephone No(s):**

**Email address:**

**ESSENTIAL - YOU MUST ENCLOSE:**

- Claims against Selection Criteria, Essential and Desirable (As listed under the heading **Selection Criteria**).
- Copy of résumé with two contactable referees

**OPTIONAL - ADDITIONAL MATERIAL TO SUPPORT YOUR APPLICATION:**

- Copies of any licences or certificates held
- Other (please list).....

## **EMPLOYMENT APPLICATION COVER SHEET – FRONT OF HOUSE ADMINISTRATION SUPPORT**

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Welcome to South Coast Careers College & Adult Ed.

If you are reading this welcome information then you may be contemplating joining our team. While the application pack will provide you with all of the information you require regarding the position, we felt it was important that you get a sense of the type of organisation we are and the personal attributes that would fit perfectly with our values, vision and aspirations as a community education provider.

Our team of 14 staff and 40+ trainers is often referred to as dynamic - responding to identified community education and training needs in an innovative, flexible and usually – ‘out of the box’ approach. We encourage the sharing of ideas for programs and projects that will benefit our community and work together to make them happen. We share a ‘can do’ attitude and a real commitment to providing positive opportunities for individuals and communities to grow and prosper.

As an organisation we encourage work life balance and work with individual staff members to provide opportunities for personal growth and fulfilment.

As an education provider, we deliver high quality, flexible community education in a friendly and inclusive environment. The drivers for the College’s principles are shared collaborations, community skill development, lifelong learning and supporting those in our community who are disadvantaged.

The College’s values include a commitment to individual empowerment through education; removing barriers to knowledge transfer and offering social inclusion opportunities for everyone in the community; and providing for community development through collaborative partnerships.

In order for the College to meet our own expectations of excellence, the organisation works closely with others particularly through partnerships and collaborative alliances. These include:

- education providers;
- State and Federal Government
- industry and employers;
- Job Active providers; and
- community.

The College’s commitment to equity groups including people with disability, job seekers, youth and Aboriginal people means our students are supported with:

- small class sizes,
- a Student Support Officer,
- flexible delivery and hours,
- specifically developed programs,
- support with language, literacy and numeracy; and
- transition support and pathways to higher education.

We look forward to welcoming ‘like minded’ individuals to our team to work with us to provide education services to our community for another 30 years!

# **EMPLOYMENT APPLICATION COVER SHEET – FRONT OF HOUSE ADMINISTRATION SUPPORT**

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## **Eurobodalla Adult Education Centre**

### **JOB DESCRIPTION**

#### **POSITION TITLE**

Front of House Administration Support

**REPORTS TO:** Front of House Coordinator / Campus Coordinator. May also be assigned tasks by the CEO and Vocational Education and Training Manager.

#### **ROLE:**

The Front of House Administration Support staff member is responsible for assisting the Reception staff members in the day to day administration of the College's operations.

Underpinning Skills and Knowledge:

- Competent computer application skills
- Ability to develop and improve office documents
- Ability to plan work within guidelines and achieve goals
- An ability to liaise with stakeholders
- High level of written and oral communication skills
- Ability to work independently and with other staff and volunteers

#### **KEY AREAS OF RESPONSIBILITY**

##### **Reception Duties**

- Answering phone
- Processing Course Enrolments
- Student contact
- Tutor contact
- Face of South Coast Colleges
- Providing course information
- Maintaining course enrolment folders
- Assist in promotion and marketing of Centre and programmed courses

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### **Finance / Bookkeeping Duties**

- Collect student payments
- Issue receipts
- Banking

### **Course Enrolment / Office Administration Tasks**

- Course and student data entry via JobReady Student Management System
- Marketing of courses as directed
- Student contact regarding upcoming courses as directed

### **Miscellaneous**

- Delivering term brochure
- Posting
- Shopping
- Photocopying
- Ordering stock
- Room preparation
- Routine maintenance of office equipment
- Other duties as assigned.

### **REQUIRED SKILLS**

- Excellent customer service skills
- Well -developed communication skills, both verbal and written
- Competent computer skills
- Time management
- Drivers Licence (NSW)

### **SELECTION CRITERIA**

#### **Essential Criteria**

*You must provide a claim against each selection criteria (essential and desirable) as listed below.*

- 1 What formal qualification/s and skills do you have that are relevant to this position? Provide an example of how you have applied some of these in previous roles.

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- 2 Demonstrated ability to plan, organize, set priorities, and meet deadlines, accompanied by an ability to handle a number of tasks concurrently with minimum supervision.
- 3 Ability to implement and manage organisational system requirements including information technology.
- 4 Proven accuracy and attention to detail.
- 5 Proven problem solving skills.
- 6 Effective communication and team work ensuring you receive the required information on time and in its entirety from your colleagues.
- 7 Demonstrated excellent interpersonal and communication skills.

### **Desirable Criteria**

- 8 Current driver's license
- 9 Recent / current work experience in a similar role to this position.



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## CONDITIONS OF EMPLOYMENT

Position Title: Front of House Administration Support (

Award: The Eurobodalla Adult Education Centre Certified Agreement –  
\$21.00 per hour.

Hours of Work: 22.5 hours per week.  
Hours of work: *to be negotiated*

Days of work: *to be negotiated*

***EAEC provides for flexibility in working hours by individual agreement between employee and CEO.***

Location: Batemans Bay.