

Far South Coast Community College

Detailed Job Description and KPI's

Coordinator of College Operations

The key role of the Coordinator is to ensure, with assistance from the Board, the smooth day-to-day running of the College by:

- ensuring that all transactions, records and relations between the Far South Coast Community College and DET, BACE, NSW Community Colleges, all levels of government and other major funding and regulatory organisations are appropriately maintained
- setting up and maintaining effective systems of communication between all areas of the College's internal operations
- setting up and maintaining effective systems of communication between all areas of the College's external relations
- managing day-to-day operations, record systems and data submissions of the College
- managing day-to-day administration of the College's teaching and learning programs
- making College information available to all relevant people and organisations by the due date
- working closely with the Bookkeeper and the Accountant to ensure the financial affairs of the College are managed efficiently
- making sure appropriate FSCCC OH&S and EO policies are actively implemented

Communications

- Communicate effectively with Board, Tutors, Students, the Public, and other institutional and corporate stakeholders through regular, informative contacts and reports
- Set up and maintain an effective communication systems between all areas of the College and its operations using, wherever possible, telephone, email and web-based technology
- Ensure working communications systems: post, phone, internet, mail etc and rectify any breakdowns
- Set up Courses Program on www site and update at regular intervals
- Set up answering machine messages to be 'a first line of information'
- Direct all inquiries to the www site or information outlets in the first instance. If the inquirer has no email access, phone enquiries answered Tues, Wed and Thurs between 11 and 5pm



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Courses

- Pro actively develop the range of Courses offered by the College over time
- Become aware of the different cultural, social and economic groups in the community and advise on their education needs
- Look at ways in which funded courses can be targeted to equity groups
- Liaise with other education providers about course offerings, scope and delivery possibilities
- Build a data base of tutoring skills in the region
- Build a data base of courses
- Put together the program each Term, with assistance from the Board

PR, Advertising and Course Information

- Work with Board to ensure the College is promoted and activities are known in the Community
- Advise the Board on different ways of advertising the program
- Collate courses advertising material and articles supplied by tutor and place in local press as required
- Produce the College's regular Courses Information materials, in whatever formats they might be
- Distribute PR material with Board's and Tutors' assistance: media, fliers, posters, booklets

Human Relations

- Engage all teaching staff
- Inform Board at each meeting about new tutors
- Assist the Board in employing all other staff
- Carry out all staff checks
- Refer staff mediation issues to Board if unable to resolve
- Supervise all other office staff and volunteers
- Work with students to ensure their education experience is rewarding
- EEO policies in place and actively implemented



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Tutors and Courses Coordination

New tutors: New tutors inducted four times per year. No tutor starts without induction and security clearances

- Engage new tutors
- Prepare Tutor Induction Packages
- Tutor applications (submitted by email)
- Tutor inductions and briefing (4 times per year)
- Refer new Tutors to Grass Roots Teacher Program, if required
- Carry out Working with Children and Police Security checks
- Take digital photo of tutor for file and PR (release forms needed)

Existing Tutors

To start

- Prepare Tutor Teaching and Record Keeping Packages to be available on line and by email
- Contact tutors to teach courses
- Respond to tutors re inquiries about teaching courses
- Book all venues for classes
- Confirm courses to be offered with tutor (already submitted by email): course details, costs, dates, venue, numbers
- Confirm remuneration with tutor
- Sign brief contract with tutor re above two items
- Receive course information material from tutor for PR – short articles, photos etc – on line is best
- Maintain a booking calendar for specialised equipment used by tutors (data projector, CD player)
- Promote course through range of media/networks (ideally 6 weeks before course starts)
- Take course bookings by email and phone (return call phone bookings twice weekly)
- Prepare attendance list and all class forms (enrolment forms, attendance sheets, etc) for tutor
- Email to tutor with other relevant forms or, arrange for tutor to come into office to print out
- Receive fees from students by mail (or, later, direct e-payment) or tutors
- Bank course fees as soon as possible
- Issue receipts, forward to tutor by post or personal pickup



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- Refund withdrawals according to policy
- Refund in full if class cancelled
- Inform tutor if class is / is not going ahead a week prior to starting (less than 6 students)
- Maintain contact with tutor by email about progress in the week after the first class

To finish

- Receive all enrolment forms, attendance sheets and reports
- Receive and bank any late fees from tutor
- Issue late receipts if any
- Enter data into E-sced

Students

- Use answering machine message as first line of contact and information
- Answer all initial inquiries about courses (set a timetable for this: refer student to www site or regular information and booklet outlets where possible)
- Ask inquirer for an email address
- Post programs and information sheets to students if not on internet
- Refer all specific course inquiries to tutors (email or phone)
- Address any requests by clients calling into the office
- Receive fees and issue receipts at office for direct contact students
- Address any issues, concerns or grievances raised by students

Venues

- Select venue (with tutor)
- Check venue availability and cost
- Negotiate competitive venue costs where possible
- Check venue support services, access, keys, phone, security
- Site risk analysis if needed
- Make bookings with venue management
- Maintain a venue register



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Governance

- Advise the Board on the day-to-day operations of the College
 - Work with Board members to ensure governance is smooth and informed
 - Maintain up-to-date copies of the Constitution, Rules, Policies and Procedures and any key records of the FSCCC and make them available in folders in the Bookcase (public documents)
 - Maintain copies of all Board Minutes and Reports, filed by month and year, in available folders
 - Advertise the AGM in local newspapers in time
 - Refer all matters outside the Coordinator's area of responsibility to the Board
 - Attend all Board Meetings as a voting member of the Board
 - Present a monthly, written report to the Board
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Business

- Sign all administrative forms and certificates on behalf of the College unless other signatures are required
 - Maintain all Dept of Fair Trading compliances
 - Negotiate and sign Tutor contracts
 - Maintain quality control in administration areas
 - Ensure Bookkeeper receives the correct paperwork to do the financial accounting and balances twice each month
 - Maintain currency of all insurances, registrations and professional memberships
 - Complete and submit acquittals for all grants on time
 - Address all rental and hiring issues, including for office
 - Ensure that all courses run at a break even point at the very least, variations excepted
 - Pursue beneficial partnerships
 - Suggest new systems and procedures
 - Consult Board if necessary on any item
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Customer relations

- Attend to client/student inquiries
 - Attend to staff inquiries
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- Attend to partner inquiries
- Attend to regulatory or institutional inquiries
- Attend to and record all complaints and grievances
- Refer to Board those issues that cannot be dealt with by Coordinator

Statistics and record keeping

- Maintain supplies of all College forms and documents
- Maintain records of employee entitlements
- Maintain records of all tax declarations
- Maintain all course records
- Maintain all student reports and attendance sheets
- Collect from tutors AVETMISS data for all courses
- Complete AVETMISS data entry and validation (with assistance)
- Maintain Working with Children checks
- Maintain Police, Centrelink and other security checks
- Submit statistical data to DET and other authorities on time
- Maintain assets register
- Maintain venues register

Office management

- Set up and follow office systems in partnership with the Bookkeeper
- Post box emptied every day
- Mail attended to by the due date
- All accounts payable and receivable passed on to Bookkeeper
- Filing systems up to date
- Calendars up to date
- Records of contact details for staff, students, partners and clients filed
- Manage keys and Key Register
- Maintain security arrangements
- Maintain College equipment in working order
- Maintain adequate office supplies, especially for tutors
- Arrange cleaning
- Office OH&S



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Finances

- Work with Bookkeeper and Accountant to maintain viable College financial position
- Banking (daily cash and cheques)
- Banking (employee details records)
- Banking – co-signatory to cheques; access to password for on-line banking
- Petty cash
- Prepare cost analyses of courses for committee (with Bookkeeper and Treasurer)
- Maintain copies and details of all funding agreements and partnerships
- Provide all records and information required by the Bookkeeper and Accountant
- Assist Bookkeeper, Accountant and Board to develop financial papers (eg Grant Applications, Budgets and Acquittals) for the College
- Maintain an up to date awareness of the College's financial position (with the Bookkeeper) and inform the Board of any action that needs to be taken.

Spending limits: All expenditure over \$1000 must be approved by the Board. This can be done by email (unanimous approval required and only in an emergency); direct application to and approval by two members of the Executive, or at a monthly Board Meeting.

Provisions

As the College grows, the Coordinator may find it necessary to request assistance for some of the tasks. The Coordinator needs to identify these tasks and seek assistance from the Board in meeting the need for extra staff as soon as possible.

In time, this might mean expanding the Coordinator's position to full-time. This would also entail an upgrade of the position of College Coordinator to College Manager

Volunteers

The College encourages Volunteers to work with the Coordinator.

Volunteers should always have a specific task and not sit around wondering why they bothered.



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In that case, they will need to be trained. The College provides free training, insurance and reimbursement of some expenses incurred on behalf of the College for its volunteers (for example, travel to conferences).



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