ASSESSMENT SUPERVISOR (VET)
POSITION DESCRIPTION

Position Title:	Assessment Supervisor (VET)	Position Number:		Faculty/Division: SATAC
Classification:	HEO6	No. Direct Reports & Highest Classified Position: 0		School/Branch: SATAC
FTE: 1.0	Reports to: Deputy Manager (Assessment)	Fixed ☒	Continuing ☐	Discipline/Unit: Applications & Assessment

Position Summary:	The South Australian Tertiary Admissions Centre (SATAC) is owned by three South Australian universities (University of Adelaide, Flinders University and University of SA) and TAFE SA. SATAC manages centralised application and admissions processes on behalf of the owners and on a fee for service basis for Charles Darwin University.
	Working under general direction, the Assessment Supervisor (VET) oversees the assessment of applications received by SATAC on behalf of participating providers of Vocational Education and Training (VET), currently TAFE SA. The role is responsible for managing workflow to achieve agreed standards of quality and timeliness.
	The role is SATAC's primary contact for admissions staff at TAFE SA, and is relied upon as an industry expert with up to date knowledge of best practice and emerging policy in the VET admissions sector. The role works closely with the Workforce Development Officer to ensure appropriate staffing levels and training of Assessors. This role also collaborates with stakeholders to set application key dates, plan for periods of peak application volume and to consider potential improvements to selection rules and assessment methods.

Position Characteristics:	Scope	The Applications and Assessment team within SATAC is comprised of approximately 30 staff responsible for the provision of efficient and effective centralised application and admissions services for institutional clients.
		Each year SATAC receives over 50,000 applications to over 1,500 VET courses.
		The role supervises the day to day work priorities of 2 to 5 Assessors at any one time, each with varying levels of experience in assessing applications for admission. The role is supported by at least one Lead Assessor who is available to mentor and provide ad hoc training for individual Assessors who might need specialist assistance.
	Significant internal/external relationships	SATAC Workforce Development Officer
		Admissions staff within TAFE SA
	Special conditions	Work outside of standard hours as required -particularly during peak admissions periods.
		Reasonable workplace adjustments will be made for people with a disability.
	Delegations	None

Key Responsibilities and Outcomes			
Key Responsibilities and Outcomes Describe the key responsibilities and outcomes required for the role in the normal course of work	1	Process and assess applications for admission to VET courses	▪ Interpret and apply selection rules and admissions policies across a range of assessment activities and collaborate with VET admissions stakeholders as new rules and policies emerge ▪ Undertake a variety of application processing and assessment tasks at all levels of complexity, and assist Applications and Assessment staff involved in the processing and assessment of applications as required ▪ Work collaboratively with other key SATAC and stakeholder admissions staff so that responsive and effective admissions processes are implemented and reviewed using continuous improvement principles
	2	Supervise and train assessment staff	▪ Train and provide support and advice to Assessors ▪ Monitor workflow and set priorities for Assessors ▪ Liaise closely with the Workforce Development Officer to plan staffing requirements ▪ Review, develop and maintain procedural documentation for the processing and assessment of VET applications
	3	Maintain and enhance relationships with client institutions	▪ Act as a primary information source for VET admissions staff on the outcome of application assessments ▪ Actively develop and maintain relationships with admissions staff from TAFE SA ▪ Implement recommended quality assurance processes which support and enhance SATAC's commitment to delivering a quality service to admissions staff and customers
	4	Administrative support	▪ Provide operational support across Applications and Assessment to assist with meeting business outcomes when required. ▪ Provide support and input to the implementation of assessment and systems related project initiatives of development and project teams

Criteria	Capabilities and Behaviours	**Achievement Drive**	- Plans ahead to ensure all tasks completed. - Deals with conflicting demands quickly and calmly. - Delivers high quality output. - Committed to meeting deadlines even with demanding timeframes.
		Flexibility and Adaptability	- Shows flexibility in coping with multiple and changing priorities. - Adapts to changes in environment and work demands, working effectively with a variety of situations and people. - Adapts responses and tactics to fit changing circumstances. - Provides ideas for improvement and constructive input into change initiatives.
		Teamwork	- Provides appropriate information, support and encouragement to enable successful task completion. - Actively participates in team meetings through sharing ideas and contributing to discussions. - Exercises tact, tolerance and humour to promote team harmony. - Supports team members to achieve their goals by sharing workloads.
		Relationship Building	- Shows tact and diplomacy in dealing with people. - Builds trust in relationships through maintaining confidentiality and keeping commitments. - Works collaboratively to reduce organisational 'silos'
		Service Focus	- Takes personal responsibility to resolve enquiries, requests or complaints. - Uses initiative in actively and promptly following up with clients to ensure satisfaction with the service. - Agrees expectations with client to ensure client understands service delivery timeframes.

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	Knowledge and Experience	- Knowledge of the tertiary education sector, especially in relation to VET and TAFE SA admissions. - Demonstrated supervisory experience. - Demonstrated ability to exercise initiative, discretion and confidentiality. - Excellent written and verbal communication skills. - Proven dedication to customer service. - Familiarity with a variety of computer software packages and systems.
	Qualifications	Tertiary qualifications and/or equivalent relevant experience and/or education or training
Occupational Health, Safety and Welfare Requirements		All Supervising staff are required to implement and maintain the University's OH&S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions.
University Expectations		All staff are expected to: - Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; - Participate in the Planning, Development and Review which includes a regular review of their performance against the responsibilities an performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions; - Perform their responsibilities in a manner which reflects and responds to continuous improvement; and - Read, understand and comply with all University policies and procedures.

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Approvals: **Head of School / Branch Manager**	**Head of School / Branch Manager** **Name: Wendy Teasdale-Smith** **Signature:** **Date:**	**Director Human Resources** **Name:** **Signature:** **Date:**
Acknowledgement of Incumbent	I have read and understood the requirements of the position Name:*(please print)* Signature: Date:	