



POSITION DESCRIPTION

Organisation:	Workers' Educational Association Illawarra
Position Title:	Administrative Trainee
Business Unit /Team:	The Community College
Location:	Wollongong office - 50-56 Auburn Street Wollongong NSW, with possible travel across Illawarra, Shoalhaven and Southern Highlands areas
Industrial Instrument:	WEA Illawarra Enterprise Agreement 2019
Classification:	Schedule B (General Staff): Level 1-2, depending on the skills, experience, and capability required to perform the role.
Reports to:	Leader of The Community College
Date Approved:	May 2026

Our Vision and Purpose

WEA Co Vision	Connected and thriving communities of lifelong learners
WEA Co Purpose	Empowerment through learner-centred education and training
WEA Co Strategic Intent	To be the region's go-to provider for lifelong learning - visible, valued, and deeply connected to our community

Living the WEA Co Values

Value	What it means in practice
Integrity	We assess our practices openly and honestly. We learn from our mistakes and meet our commitments. Our actions match our words, and our work, whatever it is, contributes to something greater than ourselves.
Inclusion	We embrace the work necessary to create equity for all. We acknowledge painful histories, confront biases, change our policies and hold each other accountable.
Collaboration	We embrace working together in partnership with each other, students and a wide range of stakeholders. We value bringing together a spectrum of expertise, backgrounds and perspectives, because that's where the best thinking comes from.
Innovation	We do it the WEA Co way. Our success - and much of the fun - lies in developing new ways of doing things.



Position Purpose

The Administrative Trainee supports the day-to-day operations of The Community College by WEA Co (RTO 90297) while developing foundational administrative skills, knowledge, and workplace capability.

The role provides entry-level administrative and customer service support to learners, team members, and stakeholders, assisting with enquiries, enrolments, and general office processes under guidance.

Through structured on-the-job learning and development, the role contributes to the effective delivery of programs and services while building confidence, capability, and understanding of administrative practices within an education and training environment.

In line with WEA Co's commitment to connected and thriving communities of lifelong learners, the role contributes to safe, inclusive, and welcoming environments, engaging respectfully with a diverse range of people.

Key Accountabilities & Responsibilities

Key Result Area	Key Activities
Customer Service and Student Administration	<ul style="list-style-type: none">• Assist in responding to enquiries from current and prospective students across phone, email, and face-to-face interactions• Provide welcoming, respectful, and professional customer service under guidance• Support student enrolment processes, including collecting information and directing enquiries appropriately• Learn to respond to student needs and escalate issues to relevant team members where required• Contribute to a safe, inclusive, and welcoming environment for all learners
RTO Administration and Compliance Support	<ul style="list-style-type: none">• Assist with maintaining accurate student records across enrolment, progression, and completion under guidance• Support data entry and record management processes in line with organisational procedures• Learn and follow administrative processes related to compliance and reporting requirements• Assist with preparation of documentation and administrative materials• Support team members with administrative tasks related to program delivery



wea CO

Beyond the ordinary

Program and Operational Coordination Support	<ul style="list-style-type: none">• Assist with program setup and delivery requirements, including room preparation and resource organisation• Support scheduling and coordination activities as directed• Liaise with team members to support smooth day-to-day program delivery• Learn to identify and escalate administrative issues that may impact operations• Contribute to the effective day-to-day operation of facilities and shared spaces• Support administrative tasks across The Community College and broader WEA Co operations within the scope of the role
Systems, Processes and Continuous Improvement	<ul style="list-style-type: none">• Learn to use organisational systems and technology to support administration and communication• Assist with maintaining accurate and up-to-date information across systems and records• Follow established administrative processes and procedures under guidance• Support the collection of feedback from learners and stakeholders where required• Contribute ideas and feedback as capability develops
General Responsibilities	<ul style="list-style-type: none">• Participate in structured training and on-the-job learning to develop administrative skills and capability• Work in accordance with all WEA Co policies, procedures, and legislative requirements• Contribute to a safe, respectful, and inclusive workplace and learning environment• Maintain positive and professional relationships with team members, learners, and stakeholders• Demonstrate reliability, accountability, and a willingness to learn• Undertake other duties as reasonably directed, consistent with the scope and classification of the role



Capabilities and Experience

This section outlines the capabilities required to successfully perform the role. Capabilities may be demonstrated through a combination of qualifications, professional experience, technical knowledge, and applied skills.

Mandatory Requirements

(Where required by legislation, regulation, or organisational policy)

- Eligibility to work in Australia
- Ability to meet role-specific compliance requirements, including Working With Children Check and National Police Check (where applicable)

Capabilities and Experience

- Demonstrated interest in developing administrative skills and working in an office or customer service environment
- Ability to communicate clearly and respectfully with others
- Demonstrated reliability and willingness to take responsibility for completing tasks
- Basic organisational skills and ability to follow instructions and complete tasks accurately
- Demonstrated willingness to learn new systems, processes, and ways of working
- Basic computer skills or willingness to learn (e.g. Microsoft Office, email, data entry systems)
- Ability to work collaboratively as part of a team and contribute positively to the workplace environment
- Demonstrated commitment to respectful and inclusive behaviour when working with a diverse range of people
- Ability to receive feedback and apply learning to improve performance and capability
- Demonstrated initiative, curiosity, and a willingness to develop new skills

Compliance and Regulatory Requirements

This role is subject to compliance requirements including evidence of work rights in Australia, NSW Working With Children Check clearance (where applicable), and other pre-employment checks as required by legislation or organisational policy.

The role operates within a Registered Training Organisation environment and is required to support administrative processes in line with relevant regulatory and funding requirements, including maintaining accurate and confidential records.



wea CO

Beyond the ordinary

Work Health and Safety

WEA Co is committed to providing a safe and healthy workplace for its workers, students, and visitors. All members of the WEA Co have a collective and individual responsibility to work safely and be engaged in activities to help prevent injury and illness.

In addition to the major accountabilities and responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction given by WEA Co.
- When and if required identify, assess, and eliminate risk or reduce risk within the Colleges places of work.
- Report, record and follow-up on all reported hazards accurately and in a timely manner. Ensure hazards are effectively controlled.
- Demonstrate a commitment to continuous Health and Safety improvements.