

## POSITION DESCRIPTION

LAST REVIEWED: Jan 2022

<b>ROLE TITLE</b>	Contract Reporting Management Officer
<b>DEPARTMENT</b>	Corporate Services
<b>REPORTS TO</b>	Manager- Programs and Training Data
<b>EMPLOYMENT STATUS</b>	Permanent Full-time
<b>DIRECT REPORTS</b>	Nil
<b>LIAISES WITH EXTERNALLY</b>	Government organisations, industry stakeholders and suppliers including Registered Training Organisations, Group Training Organisations and employers.
<b>ESSENTIAL QUALIFICATIONS AND EXPERIENCE</b>	Strong Training/ Registered Training Organisation (RTO) administration background with an understanding of RTO legislation and AVETMISS compliant systems
<b>PREFERRED QUALIFICATIONS AND EXPERIENCE</b>	Tertiary qualifications in Business Knowledge and experience in the VET sector including analysis of AVETMISS training data, reporting standards and systems. Experience in procurement and contract management.
<b>PURPOSE OF THE POSITION</b>	<p>Assist in providing knowledge and education to stakeholders to support CSQ in the Administration of the Annual Training Plan and Purchasing Delivery Policy.</p> <p>Work collaboratively across CSQ teams to support stakeholders with contract reporting requirements.</p> <p>Interpret training and payment data to provide information relating to current Programs to CSQ Teams and external stakeholders.</p>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of or ability to quickly obtain knowledge of the Vocational Education and Training (VET) sector</li> <li>• Proven experience in the processing and analysis of data.</li> <li>• Knowledge of and exposure to National and State training data reporting standards and Systems.</li> <li>• Experience with the management of RTO systems, processes, documentation and reporting requirements</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Well-developed interpersonal and communication skills</li> <li>• Self-motivated, with exceptional time management and attention to detail</li> <li>• High level skills in the use of reporting databases and MS Office, with particular emphasis on Excel</li> </ul>

**ORGANISATION COMPETENCIES - CSQ WAY**

COMPETENCY	ROLE OUTPUTS REQUIRED
<p><b>Shapes the Future</b> <i>Sets CSQ up for future success</i></p>	<p>Pro-active in managing self well through change, and remains focused on improving existing work practices and delivering team objectives.</p>
<p><b>Results Driven</b> <i>Focuses on achieving results both in the long and short term.</i></p>	<p>Motivates self to effectively work across multiple tasks to execute team objectives.</p>
<p><b>Leads Self and Others</b> <i>Manages self and others to support a constructive culture</i></p>	<p>Utilises strengths, and identifies opportunities for self and team improvements in order to deliver CSQ plans in a constructive manner. Works with an open, growth mindset, and adapts to new ways of working.</p>
<p><b>Customer Focus</b> <i>Carries out activities with the customer in mind.</i></p>	<p>Delivers high level customer service, and processes tasks in accordance with CSQ processes and systems.</p>
<p><b>Relationship Builder</b> <i>Builds sustainable professional relationships.</i></p>	<p>Emotionally intelligent and works towards effective relationships by being reliable and generous with others, and respectful of diversity.</p>

**GOALS FOR THE ROLE**

KEY ACCOUNTABILITIES
<p><b>CSQ Contracted Suppliers Engagement &amp; Support</b></p> <ul style="list-style-type: none"> <li>• Demonstrate superior relationship management skills by providing a professional and efficient point of contact for RTO’s and other suppliers in relation to CSQ reporting requirements, responding to requests within agreed timelines and to diplomatically liaise with external and internal clients to resolve issues as required, resulting in a suitable outcome.</li> <li>• Collaborate with Contract management Team for the provision of RTO Education &amp; training</li> </ul>
<p><b>Contract Reporting Compliance</b></p> <ul style="list-style-type: none"> <li>• Manage the contract reporting error exceptions, including error identification &amp; resolution in consultation with RTOs.</li> <li>• Apply strong AVETMISS &amp; VET knowledge to assist &amp; support RTOs in their provision of contract reporting data</li> <li>• Effectively engage with the Contract Management team in relation to the provision of contract training and related data and data analysis.</li> <li>• Liaise with Registered Training Organisations (RTOs) to provide advice and assistance in data validation related matters.</li> <li>• Assist with the accurate processing of CSQ managed contracts data within agreed timeframes.</li> </ul>
<p><b>DIVAS System Support</b></p> <p>Support the design, maintenance, implementation and reviews of the training data management system (DIVAS), including:</p> <ul style="list-style-type: none"> <li>• Validate supplied contractor data to ensure compliance with AVETMISS reporting standards and CSQ program policies using CSQ’s validation invoicing system (DIVAS)</li> <li>• Ensure data integrity and compliance issues are resolved efficiently and effectively</li> </ul>

- Produce and analyse claims data, and provide information for monthly reports, including identifying system compliance and other issues within agreed timeframes
- Assess data integrity and provider information against the policies and procedures of the relevant program

- General**
- Undertake special projects as directed by the Manager – Programs and Training Data as required.
  - Assist other Team members with tasks as required
  - Continually adds and updates knowledge to assist in the achievement of role goals.

*“A skilled workforce that meets the evolving needs of Queensland’s Building and Construction industry”*

I understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the Business.

Employee Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Manager Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

ELT Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Instruction for staff
<ol style="list-style-type: none"> <li>1. Read the Position Description carefully.</li> <li>2. Keep a copy for you to use at work.</li> <li>3. This is a living, breathing document and may change with the needs of the Business. Please keep the Manager informed if you have any changes in the position.</li> </ol>

Instruction for managers
<ol style="list-style-type: none"> <li>1. Photocopy the signed copy of the Position Description and give to the Staff Member.</li> <li>2. Return the original to Human Resources.</li> </ol>