Chapter 7. ASO Roles and Tasks

7.1 Introduction
This Chapter outlines the roles and tasks to be performed by each Region’s Administration Support Officer (ASO).

7.2 Purpose of Administrative Support
ASOs are contracted by DVA on an annual basis subject to funds availability to perform day-to-day administrative tasks under the direction of the Regional Manager.

7.3 Participants’ Responsibilities
As the ASO is one of the first points of contact identified on the ATDP website, https://www.atdp.org.au/contact/contactForm.php the position is the ‘public face’ of ATDP.
ASOs therefore have a primary responsibility to be ready and able to assist enquiries.

7.4 ASO Duty Statement
ASO’s duties are detailed in the Duty Statement at Annex A.
DUTY STATEMENT– ADMINISTRATION SUPPORT ASSISTANT

Role
Provide administrative support for CFMG activities implemented across the relevant geographic area.

Tasks
Under the direction of the Regional Manager undertake the following duties:

- Adopt a client-centric approach in support of ATDP activities.
- Respond authoritatively to all queries about ATDP, researching responses if necessary or referring if appropriate.
- Facilitate national consistency through continual contact with fellow ASOs on the administrative support of ATDP implementation.
- Receive, process and monitor all course applications.
- Facilitate candidate’s enrolment on DVATrain.
- On behalf of the National Training Manager (NTM), facilitate preparation and distribution of course resources, training aids and hard copy/electronic handouts.
- On behalf of the NTM, promulgate information on the training schedule.
- On behalf of their Regional Manager:
  - identify capital equipment purchase and replacement needs and inform annual business planning cycle
  - maintain a month-by-month record of actual and estimated V2 expenditure for their Region
  - reconcile the month-by-month record against the monthly V2 expenditure report provided by the Secretariat
  - report any unresolvable variations to their Regional Manager
- Action all relevant incoming correspondence and arrange for the payment of incoming accounts.
- Provide information and reports to the Regional Manager, NTM, course facilitators and other authorised persons as directed.
- Run on-line reports and compile manual reports as required.
- On behalf of the NTM, in response to Consolidation Course facilitators’ needs, facilitate venue booking, catering, and other training support needs.
- Purchase materials, equipment and consumables as directed.
- Maintain the Region’s IT equipment and assets register.
- Ensure regional CoP Coordinators and Mentors details are entered in the OMS and accuracy is maintained.
MANAGEMENT POLICY AND PROCEDURES LIBRARY

- Raise and maintain digital and paper files relating to ATDP implementation.
- Facilitate RIG meetings, including agenda preparation and minute taking.
- Facilitate achievement of ATDP and CFMG goals across the Regional
- Communicate effectively with all ATDP stakeholders
- Work collaboratively across the CFMG-RIG structure and local team environment.
- Ensure continuous improvement by on-going review of work methods and shared identification with fellow ASOs of best practice.
- Manage own workload and report on activities undertaken to the Regional Manager.