

# APPLICANT INFORMATION PACKAGE

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Thank you for your interest in applying for the Product Trainer position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

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## SNAPSHOT OF EMPLOYEE BENEFITS

### Work-life balance

- Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
- Employees who work more than the standard 35-hour week are entitled to overtime pay.
- Flexible work arrangements, including remote work.



### Generous leave entitlements

**50 days**  
sick leave with  
conditions



**Family & community**  
services leave



**Study support**  
leave



**Concessional**  
days



**Rostered Day Off (RDO)** system: accumulate 1 day off every 4 weeks

### Above-standard employer superannuation contributions

UAC permanent employees	<b>17%</b>	UAC fixed-term	<b>10%</b>
Casual employees	<b>10%</b>	(17% after 12 months' service)	

### Competitive remuneration

We reward our staff for their hard work with competitive remuneration and salary packaging benefits.



#### Total annual salary (inc. super and annual leave loading)

Product Trainer (12 month fixed-term appointment) \$97,286 - \$104,928 pro rata

### Health and wellbeing

Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:



- annual health checks and flu vaccinations
- free counselling service
- yoga and mindfulness classes
- membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities, and eateries at Sydney Olympic Park.

## READY TO APPLY?

### Email us your:

1. Cover letter and resume
2. Written response addressing the selection criteria listed in the Position Description
3. Copies of relevant qualifications (if available).

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Product Trainer
<b>HEW LEVEL:</b>	Grade 6
<b>DEPARTMENT/UNIT:</b>	Information Technology - Project Management Office (PMO)
<b>SUPERVISOR/ MANAGER:</b>	Manager, PMO
<b>WRITTEN BY:</b>	Deepali Laha
<b>DATE WRITTEN:</b>	September 2021
<b>INCUMBENT:</b>	New position - vacant
<b>APPROVALS:</b>	Dudley Collinson Chief Information Technology

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## 1. BACKGROUND INFORMATION

UAC - the Universities Admissions Centre – was established in 1995 and is the largest tertiary admissions centre in Australia. Owned by universities in NSW and the ACT, UAC’s mission is to provide excellence in admissions services.

Central to that mission is UAC’s belief in the value of education and a commitment to providing opportunities in higher education for all members of the community. UAC is not-for-profit and driven by a strong culture of servicing the needs of all its stakeholders.

The Information Technology Department consists of five units, Systems, Software, Digital Products, Project Management Office and Service Management Office.

- The Systems Unit provides infrastructure, systems and support services including training to UAC staff and participating universities.
- The Software Unit develops and maintains the code for the core UAC system.
- The Digital Products Unit develops and maintains front end web and mobile applications and dashboards.
- The Service Management Office provides ITIL compliant service management functions for the delivery of services to UAC customers.
- The Project Management Office develops project specifications, scopes and manages delivery of UAC projects.

For further information about UAC’s structure and functions, see UAC’s People & Culture Unit.

## 2. JOB PURPOSE

The role of the Product Trainer is to primarily work within project teams, to develop product documentation and training material for UAC’s digital products (under development or upgrades) to ensure clients and users gain a thorough understanding of their functions and to improve user optimisation and experience. The position also plays a key role in the onboarding and training of new users to our platforms and provides ongoing support, as required.

The incumbent is expected to work closely with internal subject matter experts, business and technical colleagues to develop an in-depth understanding of UAC’s digital platforms and ensure the accuracy of documentation and training material produced. The position plays an important role in translating complex

technical concepts to users in a clear and easy to understand way which contributes to the success of our product engagement.

### **3. REPORTING AND OTHER RELATIONSHIPS**

The Product Trainer reports to the Manager, PMO who in turn reports to the Chief Information Officer. The position has no direct reports.

The Product Trainer is required to develop effective working relationships and partnerships with both internal and external stakeholders. The position engages with all levels of staff across various UAC departments and works particularly closely with business development, IT, and operations staff within a flexible and collaborative team-based environment.

Externally, the Product Trainer engages with staff from stakeholder institutions and other organisations including government departments when providing training and support on UAC's digital platforms.

### **4. DIMENSIONS**

There are approximately 30 institutions that access UAC systems.

There are approximately 160 users at UAC and 800 remote users at the participating institutions.

There are approximately 150,000 applications through UAC systems per year.

### **5. MAJOR TASKS**

The major tasks and responsibilities of the position are to:

1. Work closely with internal subject matter experts and technical stakeholders to develop engaging training material and content, including videos and presentations that can be used to effectively onboard new customers and individual users to our digital platforms.
2. Develop comprehensive product documentation for a range of UAC's digital products including, but not limited to, user guides, procedure manuals, reference material and product handover documentation.
3. Contribute to the success of user optimisation and engagement by facilitating the onboarding process of new customers and users, including planning and presenting training sessions, workshops, online demonstrations, in either a group or individual setting.
4. Provide ongoing training to our existing customers to ensure they are using our products correctly.
5. Keep up to date on product developments, upgrades, enhancements, or changes to understand the change impact on the end users and ensure documentation and training material is developed, maintained and updated, as required.
6. Collate feedback from users and report back to the relevant internal stakeholders on possible enhancements to ensure the platforms are user-friendly and meet the required needs.

### **6. PRINCIPAL ACCOUNTABILITIES**

The Product Trainer is accountable for:

1. The quality and accuracy of documentation produced that meet the needs of the business and users, in accordance with UAC's communication standards.
2. The successful delivery of user training and onboarding in a professional, engaging, and effective manner as required by the projects, reporting to project managers.
3. Collaborating extensively with product managers, software developers, business analysts and other internal stakeholders to develop an in-depth understanding of UAC's digital products.
4. Maintaining professional and successful working relationships with UAC staff and external customers/users.
5. Maintaining confidentiality on all UAC and stakeholder information, as appropriate.

## **7. CHALLENGES AND CONSTRAINTS**

A major challenge for the Product Trainer is the need to develop an in-depth understanding of UAC's suite of digital products to effectively carry out the responsibilities of the role. While a detailed technical knowledge of the software is not required, a sufficient level of understanding is needed to translate into user-centric and accurate content.

The role also requires the Product Trainer to effectively communicate complex systems with both technical and non-technical users, both verbally and written, in an easy to understand and engaging manner.

The Product Trainer acts as an interface to new clients and contributes to the success of our product engagement. The incumbent must, therefore, possess strong relationship management skills and an ability to communicate clearly and effectively in a manner that inspires confidence and supports the capabilities of our products.

## **8. EDUCATION AND EXPERIENCE**

1. Completion of a degree with subsequent relevant experience OR an equivalent combination of relevant experience and/or education/training.

## **9. SELECTION CRITERIA**

### **ESSENTIAL**

1. Completion of a degree with subsequent relevant experience OR an equivalent combination of relevant experience and/or education/training.
2. Excellent written and verbal communication skills, with demonstrated experience in developing training material and software product documentation.
3. Demonstrated experience in onboarding new clients/users, including planning, delivering, and presenting product training to a range of audiences across a range of face-to-face and online platforms.
4. Ability to successfully translate and communicate complex technical information in an easy to understand, accurate and concise manner.
5. Excellent interpersonal skills, with proven ability to interact effectively with others and to build productive working relationships with colleagues and a diverse range of stakeholders in a collaborative and consultative manner.
6. Demonstrated high level organisational and time management skills, with the ability to work with minimum supervision to deadlines and to manage multiple activities and respond to changing priorities.
7. Extensive experience using Microsoft Office software and other relevant software to develop creative and professional product documentation and training content.
8. Understanding of and commitment to the principles of anti-discrimination, anti-bullying, equal employment opportunity and work health and safety legislation and the application of these principles in the workplace.

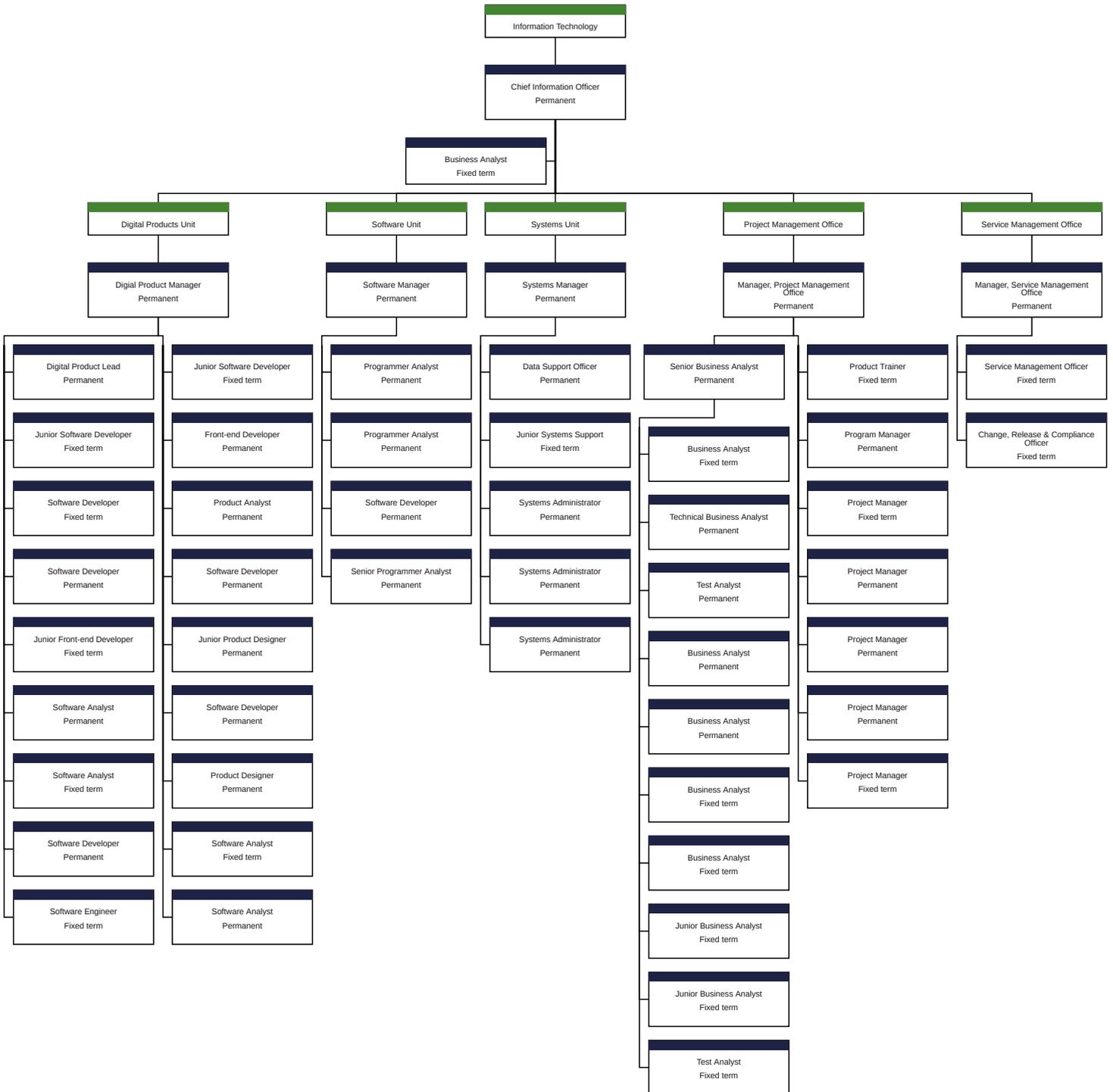
### **DESIRABLE**

1. Knowledge of the tertiary education sector.
2. Experience in presenting product demonstrations for pre-sale client meetings.

**EMPLOYEE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_



# Information Technology Organisation Chart 2021/22



Contract type

Permanent 34

Fixed Term 20

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## PRIVACY STATEMENT

1. In applying for this position, you have provided UAC with personal information so that your application can be assessed.
2. It is possible that we may disclose information provided in your application to a third party such as a referee, or members of a selection committee.
3. If you provide us with the personal information of others (for example a referee's details), we encourage you to inform them that you are disclosing that information to us, and that UAC does not usually disclose their information to a third party.
4. In due course after the completion of this selection process, the personal information that you have provided will be destroyed, unless you make an application for your personal information to be returned to you.
5. If you seek feedback because your application is unsuccessful, in some circumstances information may be denied. For example if access would have an unreasonable impact on the privacy of others.

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