Administration Assistant

POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer Portfolio

POSITION NUMBER 0057879 & 0057880

PROFESSIONAL CLASSIFICATION UOM 4 - $71,099 - $75,458 per annum (pro rata for part-time)

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Continuing

HOW TO APPLY Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

CONTACT FOR ENQUIRIES ONLY Deborah Seifert
Tel +61 3 9347 6655
Email deborah.seifert@unimelb.edu.au

Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne would like to acknowledge and pay respect to the Traditional Owners of the lands upon which our campuses are situated, the Wurundjeri and Boon Wurrung peoples, the Yorta Yorta Nation, the Dja Dja Wurrung people. We acknowledge that the land on which we meet and learn was the place of age-old ceremonies, of celebration, initiation and renewal, and that the local Aboriginal peoples have a unique role in the life of these lands. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation and continue to have a unique role in the life of these lands.

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence, transformation and improved performance, within and across functions. It is responsible for functions relating to the University's finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services
STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

UNIVERSITY COLLEGES AND RESIDENTIAL LIFE PORTFOLIO

The University Colleges and Residential Life portfolio is a newly created portfolio in Student and Scholarly Services that brings together all University-owned residential accommodation, including colleges, halls and accommodation facilities. This includes International House, Medley Hall, Lisa Bellear House, Little Hall, the University Apartments and the Lofts at Melbourne Connect, as well as functions in the former Student Accommodation Unit.

The University Colleges and Residential Life portfolio is responsible for delivering a high-quality student and residential experience that supports students to thrive while living on campus, by creating and maintaining a community of scholars with a strong sense of belonging and connectedness to their peers and the University as a whole. The University Colleges and Residential Life program is designed to holistically support student wellbeing, social connectedness, career readiness, academic success and civic responsibility, tailored to each cohort’s needs and in line with the University’s wider strategic objectives to enhance the student experience.

The portfolio also manages the operations of our student residences, encompassing marketing and recruitment, residential admissions and selection, finance, facilities, third-party supplier and contract management, Advancement and alumni management, and systems administration and reporting. Third-party contracted services are provided by UniLodge and Spotless.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to
our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:
The Administrative Assistant contributes to the effective administration of International House by completing a range of functions and being a front-line person for the College.

This role is responsible for answering enquiries from students, staff and visitors, in an informed, friendly and courteous manner, providing administrative support to staff, handling general office tasks and assisting with accounts receivable and payable.

Reporting line: Head, International House
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: NA

Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Minimal
Judgement: Moderate

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:
- Respond to general enquiries including assisting residents with daily issues, tours around the premises and answering relevant questions.
- Assist with obtaining relevant information from University of Melbourne services, manage delivery of notices to residents and updating noticeboards as required.
• Provide administrative support including filing, photocopying, preparing correspondence and notices in particular Advisory Board papers, team meeting minutes, ordering and monitoring stationery and assistance with equipment use and maintenance.
• Provide administrative support for marketing and recruitment activities.
• Support prospective students, students and staff in the application process.
• Coordinate the organisation of conferences and functions including, invitations, set up of rooms, refreshments, other support as requested and attend student formal dinners when required.
• Responsible for petty cash, ensuring the checks and controls in the process are adhered to
• Provide assistance with accounts payable and receivable by completing banking, receipting incoming monies and receipts using accounts processing system and processing credit card receipts and payments.
• Provide assistance with any repairs and maintenance requests.

Selection Criteria:
Education/Qualifications
1. Completion of a diploma level qualification with relevant work-related experience, or an equivalent combination of relevant experience and/or education/training.

Knowledge and skills:
2. Ability to work collaboratively within a small team, displaying initiative, and care and respect for colleagues.
3. Problem-solving and negotiation skills to enable the resolution of counter enquiries.
4. High level verbal and written communication skills with the ability to relate effectively with a range of people.
5. Demonstrated commitment to providing excellent customer service.
6. Well-developed organisation and time management skills.
7. Enthusiasm for and some experience working with students or young people, eg. student leadership, tutoring, youth group involvement, etc.

Other job related information:
1. Employment in this position is conditional upon reception and maintenance of a Working with Children Check.
2. Occasional out of hours working to attend events.