

## Position Description

### Officer, Service and Administration

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**Position No:** Insert existing number if unchanged / NEW

**Business Unit:** Facilities, Assets and Services

**Division:** Infrastructure and Operations

**Department:** Facilities, Assets and Services

**Classification Level:** HEO4

**Employment Type:** Full-Time, Continuing

**Campus Location:** Melbourne (Bundoora)

**Other Benefits:** <http://www.latrobe.edu.au/jobs/working/benefits>

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

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## **Position Context/Purpose**

The purpose of this role is to assist in the effective delivery of Infrastructure & Operations Service Desk functions.

### **Duties at this level will include:**

- Contributes to local procedures and systems. May perform tasks, or make recommendations for decisions, requiring the interpretation of a set of relatively straightforward rules, guidelines, manuals or technical procedures.
- Performs a variety of tasks which require a sound working knowledge of administrative procedures mostly applied to recurring circumstances.
- Performs duties that include using a range of information technology software applications to assist with job assignments.
- Collates, organises and edits material for inclusion in reports/documents.
- Performs tasks/assignments which require proficiency in the work area's rules, regulations, processes and techniques, and how they interact with other related functions.
- Resolves issues/problems/queries independently and provides advice on routine matters to ensure that efficient, day-to-day customer service is delivered.
- Provide effective and efficient 'front desk' services, on-line and telephone customer support, administration of work requests, keys / access and car parking administration.
- Assist in the response and completion of work requests to ensure adequate communication, advance notification and timely access.
- Provide administrative support within I&O.
- Other duties as directed, commensurate with the scope and classification of the position.

## **Essential Criteria**

### **Skills and knowledge required for the position**

- Ability to provide factual advice which requires proficiency in work area rules and regulations.
- Effective written and verbal communication skills.
- Quality, appropriateness and timeliness of advice in response to enquiries from internal and external stakeholders.
- Ability to organise own and other's activities to meet objectives.
- Ability to contribute to procedures and systems within the work area.
- Willingness to learn.
- Ability to coordinate staff and develop collaborative teams to deliver programs of work.
- Basic facilities knowledge e.g. security, maintenance, cleaning and landscaping.

### **Capabilities required to be successful in the position**

- Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
- Ability to implement improvements to local processes.
- Ability to enable a safe, inclusive, high-performing team culture, prioritising staff mental health and wellbeing.
- Ability to build a culture of continuous improvement, implementing ideas generated by team members.

## **Other Information**

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

## Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

## La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- *We are **Connected**:* We connect to the world outside — the students and communities we serve, both locally and globally.
- *We are **Innovative**:* We tackle the big issues of our time to transform the lives of our students and society.
- *We are **Accountable**:* We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- *We **Care**:* We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

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Initials:            Date: