Position Description

Title: Department Administrator

Faculty: Faculty of Arts

Department: Various

HEW Level: HEW Level 6

Position Number: 

Date: August 2017

Position Purpose: To provide professional services to the Faculty by delivering operational and administration support and advice to the Department.

ORGANISATIONAL CONTEXT

The Faculty of Arts is a place for discovery that encourages students and scholars to explore ideas that have real world impact. Ranked among the top 100 in the world, and with disciplines spanning ancient, indigenous and contemporary cultures, languages, media and creative arts, security and intelligence and law, the Faculty’s interdisciplinary programs have a strong practical focus which is enhanced by the expertise of its academics, researchers and industry partners.

The faculty’s Professional Services team facilitate and promote the work of the University by supporting the faculty’s strategic ambitions and delivering outcomes in a safe and sustainable way. All professional staff in the Faculty work together to support academic outcomes in teaching and research through a culture of teamwork, excellence, service and innovation as described by the Faculty’s Professional Services Charter.
### KEY ACCOUNTABILITIES

- Provide advice and support to the Head of Department and departmental staff on University policies, procedures and business processes.
- Support the effective operation of the Department by providing administrative support and project coordination services to learning, teaching, research, and community outreach activities.
- In conjunction with the Head of Department, support the development of the department’s annual budget, and provide financial administration and support.
- Provide advice, administrative support and coordination of appointment and onboarding of staff, honorary staff, and visiting appointments.
- Undertake data collection and analysis and prepare reports or documentation as required.
- Assist in the distribution of department communications and ensure website content is updated and current.
- Work with the Faculty’s Professional Services Coordinator to identify and implement business process improvements.
- Work in partnership with Student Connect and the Faculty Student Services team to manage student and HDR enquiries.
- Coordinate timetabling, uploading results, curriculum changes, room bookings, and scheduling for the Department.
- Comply with relevant EEO and WHS regulations
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

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<tr>
<th>Reports to:</th>
<th>Head of Department</th>
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| Positions Reporting to: | Direct: nil  
Indirect: nil |
| Key Direct Clients: | Head of Department  
Immediate team members  
Department Staff  
Department Students including HDR students and prospective students  
Faculty General Manager |
| Other Key Relationships: | Professional Services Coordinator  
Faculty Project Manager  
Other Department Administrators within the Faculty  
HDR Office, Postgraduate Admission Team  
Student Connect, Faculty Student Centre  
Arts IT, Helpdesk, AVTS, iLearn Team  
Faculty Research Office  
Faculty Finance, Human Resources, IT, Facilities, Marketing and Student Recruitment |
| Budget Accountability: | Nil |
| Role-specific Conditions: | Criminal checks  
Work hours may vary to accommodate attendance at some work-related functions/events |
| Scope and autonomy | Within defined parameters, adapts and develops processes, procedures, systems and/or techniques that impact how work is performed. |
| Problem solving | Draws on own knowledge and experience to analyse problems and develops and implements solutions. |
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tbody>
<tr>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Communication</strong>: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<td><strong>Service Focus</strong>: Making students, staff, alumni and other key contacts and their needs a priority.</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</td>
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<td><strong>Relationship Management</strong>: Establishing effective working relationships with others.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals.</td>
<td><strong>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.
- A degree and/or a working knowledge and understanding of the Higher Education Sector
- Computer skills including Microsoft Office and database management systems

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of the faculty’s functions and structure.
- Knowledge of the department’s policies, systems, processes and procedures.
- Knowledge of the Faculty’s and University’s policies, systems, processes and procedures.
- Knowledge of what other areas of the University do and how they interact with the faculty.

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.
- Working in a complex administrative environment.
- Building and managing relationships with a diverse range of stakeholders.
- Providing service to students, customers, clients, or stakeholders.
- Analysing and manipulating data.
- Developing and implementing administrative process improvements.
- Maintain confidentiality of personal information
- Using corporate databases and systems including academic management systems