# Position Description

<table>
<thead>
<tr>
<th>Title: Departmental Administrative Assistant</th>
<th>HEW Level: HEW 4</th>
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<tbody>
<tr>
<td>Faculty/Office: Faculty of Business and Economics</td>
<td>Position Number: 0000021866</td>
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<tr>
<td>Department/Team: Accounting and Corporate Governance</td>
<td>Date: November 2016</td>
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**Position Purpose:** Provide general administrative support to the Department

## ORGANISATIONAL CONTEXT

The Faculty of Business and Economics is one of Australia’s largest business and commerce faculties and the largest faculty within Macquarie University. The Faculty offers quality undergraduate and postgraduate business education courses, which are accredited by relevant leading professional associations.

The Department of Accounting and Corporate Governance, within the Faculty of Business and Economics, delivers internationally recognised and accredited programmes. These include Undergraduate and Postgraduate programs.

The Departmental Administrative Officer reports to the Senior Departmental Administrative Officer and will provide general administration services and support for the department and its activities.

## ORGANISATION CHART

[Diagram showing the organisational structure with roles including Head of Department, Senior Departmental Administrative Officer, Academic Workforce, Departmental Administrator, Teaching Assistant, Teaching Administrator, and Departmental Administrative Assistant.]
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<tr>
<th>KEY ACCOUNTABILITIES</th>
<th>POSITION CONTEXT</th>
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| • Provide administrative support and assistance to the Department.  
  • Assist the Supervisor or other departmental staff in day-to-day administrative tasks such as class management, dealing with routine student enquiries.  
  • Assisting with the organising of seminars and meetings.  
  • Utilise a range of software applications and web-based technology to prepare Department related documentation.  
  • Provide assistance and support to academics within the department in such tasks as preparing materials for tutorials, printing/organising teaching materials, updating unit outlines and organising tutorial groups.  
  • Generate reports from University systems on request.  
  • Comply with relevant EEO and WHS regulations.  
  • Perform any other duties as required and appropriate for this classification. | Reports to: Senior Department Administration Officer  
Positions Reporting to: Nil  
Key Direct Clients: Heads of Department  
Academic Staff within the department  
Other staff members in own office or department  
Immediate team members  
MQ students and prospective students  
Other Key Relationships: Heads of Dept, Senior Managers  
Particular staff members in other offices or departments  
Other staff members in own office or department  
Immediate team members  
Other external contacts  
Budget Accountability: Nil  
Role-specific Conditions: N/A  
Scope and autonomy: Within defined parameters, adapts and develops processes, procedures, systems and/or techniques that impact how work is performed.  
Problem solving: Regularly identifies, designs, develops and implements improvements to work procedures, practices, systems and/or techniques. |
### 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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<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<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 grasping and conveying ideas and concepts to others.</td>
<td><strong>Reliability:</strong> Meeting commitments and responsibilities.</td>
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<td><strong>Service Focus:</strong> Making students, staff, key contacts and their needs a priority.</td>
<td><strong>Initiative:</strong> Taking action, on own accord, to address problems and prevent them from reoccurring.</td>
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<td><strong>Teamwork:</strong> Working in collaboration with others to achieve shared goals.</td>
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<tr>
<td>REQUIRED KNOWLEDGE</td>
<td>KEY EXPERIENCES</td>
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<td>Qualifications, technical and/or professional skills and information needed from day one for successful performance.</td>
<td>Practical experiences and exposure to specific environments or activities related to successful performance.</td>
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<td>• Bachelors Degree/Diploma and/or equivalent experience in administration, customer service.</td>
<td>• High level written and verbal communication skills including the ability to produce quality documentation, correspondence and reports.</td>
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<td>• Strong computer literacy including demonstrated experience using web-based technology, learning management systems and student portals.</td>
<td>• Liaise effectively with a broad range of people at all levels and from diverse backgrounds.</td>
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<td>ACQUIRED KNOWLEDGE</td>
<td>• Organisation and time management skills while maintaining high level of accuracy.</td>
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<td>Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.</td>
<td>• Work in an educational teaching and/or research environment.</td>
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<td>• Knowledge of the department's functions and structure.</td>
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<td>• Knowledge of the department academic programs. Knowledge in using University systems including iLearn, Student One and Tracker.</td>
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