Position Description

Title: Administrative Assistant

HEW Level: HEW Level 5

Faculty/Office: Human Sciences

Position Number: 5359

Department/Team: Educational Studies

Date: September 2017

Position Purpose: To provide administrative service and support for the Department of Educational Studies and its activities.

ORGANISATIONAL CONTEXT

Macquarie’s faculty of Human Sciences holds a distinctive place on the global stage. With several internationally acclaimed centres producing ground-breaking research in areas like linguistics, psychology, cognitive science, and education, our faculty is a place of passionate educators and unbridled discovery. Supported by state-of-the-art facilities including the Australian Hearing Hub, we work together to investigate and answer some of the big questions about what makes us human.

The Department of Educational Studies is a new department that aspires to be a leader in education across the life-span. This new department combines the Institute of Early Childhood and the School of Education both of which have excellent reputations and are highly regarded across the prior-to-school, school and wider education fields. The distinctive attributes of the Institute and School form the cornerstone of a balanced and strong partnership.

Our mission is to be a global leader in education and an institution of service and engagement which delivers a transformative learning experience and impactful research. We are committed to maximising opportunities for children, families, schools and communities through research, teaching, learning and advocacy.

ORGANISATION CHART

Head of Department
Direct report to member of Executive

Administration Officer & Personal Assistant

Academic Staff

Administration Manager

Administrative Assistant

Administrative Assistant

Laboratory Technician
### KEY ACCOUNTABILITIES

- Provide administrative support and coordination for the Department and its activities including learning and teaching activities such as timetabling, class management, program information and examinations.
- Respond to, resolve and/or escalate, queries about the Department's programs and activities.
- Provide advice and support to Department staff and students on University policies, processes and systems.
- Gather, manipulate and analyse data and information and prepare reports to assist Department decision making.
- Contribute to the planning and implementation of administrative projects and initiatives within the Department.
- Coordinate the use of department facilities, space and equipment including the allocation of keys, room bookings and organising repair and maintenance requests.
- Contribute to the implementation of improvements to administrative systems, processes and procedures.
- Provide administrative support to departmental committees including organising meetings, preparing agendas and minute taking.
- Review and coordinate the Department’s website updates to ensure content currency.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Administration Manager</th>
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<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Direct: nil</td>
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<tr>
<td></td>
<td>Indirect: nil</td>
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</tbody>
</table>

**Key Direct Clients:**
- Head of Department
- Academic Staff in Department
- Professional Staff in Department
- MQ Students
- Potential MQ Students
- Faculty Facilities & Timetabling Officer

**Other Key Relationships:**
- Faculty Student Administration
- Professional Experience Office
- Office of Financial Services

**Budget Accountability:** $5,000 delegated

**Role-specific Conditions:**
- N/A

**Scope and autonomy:** Work tasks may require interpretation, decisions and advice within the scope of defined systems, processes, procedures and techniques.

**Problem solving:** Draws on own knowledge and experience to analyse problems and develops and implements solutions.
<table>
<thead>
<tr>
<th>COMPETENCIES Clusters of behaviours required for successful performance.</th>
<th>ATTRIBUTES Personal qualities related to successful performance.</th>
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<tbody>
<tr>
<td>Planning and Execution: Managing time and resources to complete tasks and achieve objectives.</td>
<td>Perseverance: Persevering despite obstacles to ensure tasks are completed.</td>
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<td>Quality Focus: Ensuring accuracy and quality when completing tasks.</td>
<td>Flexibility: Responding effectively to unexpected or changing circumstances.</td>
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<td>Communication: Effectively grasping and conveying ideas and concepts to others.</td>
<td>Reliability: Meeting commitments and responsibilities.</td>
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<td>Service Focus: Making students, staff, key contacts and their needs a priority.</td>
<td>Energy: Approaching tasks with energy and pace.</td>
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<td>Teamwork: 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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<tr>
<td>• Qualification or equivalent experience</td>
<td>• Working in a complex, high volume administration environment</td>
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<td>• Understanding of the requirements and processes for teacher accreditation in NSW</td>
<td>• Collating and preparing reports</td>
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<td>• Knowledge of Primary School, Secondary School and/or Tertiary structures in NSW.</td>
<td>• Preparing agendas, minutes, reports and papers.</td>
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<td>• Computer skills including Microsoft Office and internet, spreadsheets, databases, presentations</td>
<td>• Providing service to customers</td>
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<td>ACQUIRED KNOWLEDGE</td>
<td>• Building and maintaining key stakeholder relationships</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>
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