# Position Description

<table>
<thead>
<tr>
<th>Title:</th>
<th>Administrative Assistant</th>
<th>HEW Level:</th>
<th>HEW Level 5</th>
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</thead>
<tbody>
<tr>
<td>Faculty/Office:</td>
<td>Human Sciences</td>
<td>Position Number:</td>
<td></td>
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<tr>
<td>Department/Team:</td>
<td>Educational Studies</td>
<td>Date:</td>
<td>July 2018</td>
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## 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
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<table>
<thead>
<tr>
<th>KEY ACCOUNTABILITIES</th>
<th>POSITION CONTEXT</th>
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</thead>
<tbody>
<tr>
<td>• Respond to, resolve and/or appropriately escalate, queries from current or potential students, staff and members of the general public about the Department and its programs and activities.</td>
<td>Reports to: Administration Manager</td>
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<tr>
<td>• Prepare and process invoices and payments on behalf of staff or operational expenses aligned to the University’s financial processes and controls.</td>
<td>Positions Reporting to: Direct: nil Indirect: nil</td>
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<tr>
<td>• Provide administrative support to the Department for academic activities including student information management, class management, examination administration and coordination, and community outreach events.</td>
<td>Key Direct Clients: • Head of Department • Academic Staff in Department • Professional Staff in Department • MQ Students • Potential MQ Students • Faculty Facilities &amp; Timetabling Officer</td>
</tr>
<tr>
<td>• Gather, manipulate and analyse data and information and prepare reports to assist Department decision making.</td>
<td>Other Key Relationships: • Faculty Student Administration • Professional Experience Office • Office of Financial Services</td>
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<tr>
<td>• Monitor and maintain the Department environment, access, supplies, and resources.</td>
<td>Budget Accountability: Nil</td>
</tr>
<tr>
<td>• Provide administrative support to Department staff including meeting schedules, secretariat services and the internal electronic newsletter.</td>
<td>Role-specific Conditions: • N/A</td>
</tr>
<tr>
<td>• Contribute to the implementation of improvements to administrative systems, processes and procedures.</td>
<td>Scope and autonomy Work tasks may require interpretation, decisions and advice within the scope of defined systems, processes, procedures and techniques.</td>
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<tr>
<td>• Comply with relevant EEO and WHS regulations</td>
<td>Problem solving Draws on own knowledge and experience to analyse problems and develops and implements solutions.</td>
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<tr>
<td>• Perform any other duties as required and appropriate for this classification.</td>
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Reports to: Administration Manager

Positions Reporting to:
Direct: nil
Indirect: nil

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: Nil

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.
**CAPABILITY FRAMEWORK**

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

<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><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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<tr>
<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>Energy:</strong> Approaching tasks with energy and pace.</td>
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<td><strong>Teamwork:</strong> Working in collaboration with others to achieve shared goals.</td>
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### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Qualification or equivalent experience
- Understanding of the requirements and processes for teacher accreditation in NSW
- Knowledge of Primary School, Secondary School and/or Tertiary structures in NSW.
- Understanding financial principles and processes
- Computer skills including Microsoft Office and internet, spreadsheets, databases, presentations

### 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 Department of Educational Studies programs
- Knowledge of Faculty of Human Science’s functions and structure.
- Knowledge of Faculty of Human Science’s and the University’s policies, systems, processes and procedures.
- Knowledge of what other areas of the University do and how they interact with the Faculty of Human Sciences.

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Working in a complex, high volume administration environment
- Collating and preparing reports
- Preparing agendas, minutes, reports and papers.
- Providing service to customers
- Building and maintaining key stakeholder relationships