Position Description

Title: Adminstrative Assistant
HEW Level: Casual HEW 5, Step 1

Faculty/Office: Risk and Assurance
Department/Team: Risk and Assurance
Position Purpose: Provide administrative support to the Insurance, Finance and the Return to Work disciplines in the Risk and Assurance Team
Date: December 2018

ORGANISATIONAL CONTEXT
The Assurance Department supports the University in achieving its goals through working with our people and external stakeholders to understand the uncertainty in delivering against objectives and initiatives and designing and implementing strategies to either eliminate or limit a risk or reinforce our performance to realise opportunity.

The Assurance Department consists of 6 focus areas:
1. Enterprise Risk to assist the University in understanding and governing the material risks inherent in the sector and our operations and to embed a risk aware culture and decision making.
2. Internal Audit to gain assurance and pragmatic advise on improving our performance in managing and governing risk in our operations.
3. Compliance to assist the University in understanding and performing against Legislative obligations.
4. Insurance to secure a tailored University Insurance Program, including Workers Compensation, and administer it to support the operations and initiatives of the University and its Controlled Entities. Support the Insurance Manager with budget reconciliation, purchase order and invoice management and ather adhoc finance tasks including journaling.
5. Health and Safety to assist the University in understanding and performing against the requirements of the relevant legislation and regulations and build a safety culture across the University.
6. Return to Work to assist with Workers Compensation wage entitlement processing and liaison with the insurer & payroll.
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<th>KEY ACCOUNTABILITIES</th>
<th>POSITION CONTEXT</th>
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| • Provide administrative support to the Insurance, Workers Compensation disciplines in the Risk and Assurance Team and as appropriate to other members of the Risk and Assurance team.  
• Finance support including budget reconciliation, purchase order and invoice management  
• Lodge, reconcile and manage all claims with the insurers. Administer the end-to-end claims process including but not limited to liaison with the insurers to ensure all paperwork is in order and communication with the claimant to attain appropriate documentation and to advise claim outcome.  
• Assist Insurance Manager with insurance related matters  
• Insurance records management of all claims and data entry into the Incident database.  
• Prepare relevant correspondence and documentation including presentations, reports, agendas, minutes, insurance confirmation letters as required for the Risk and Assurance Team  
• Monitor the 3 generic email accounts and respond or escalate queries from students & staff & execute related paperwork  
• Support the team to liaise with external stakeholders to organize workshops, support logistics and finalise registrations  
• Enroll students and staff into online training modules and send out instructions  
• Workers Comp and Insurance administrative tasks: fielding calls and emails including initial triage with the injured staff, notify insurance agency, Safe Work and lodge Workers Compensation claims as required. Liaise with Payroll Team to obtain wage summaries for the injured  
• Process cheques received from GIO workers’ compensation injury claims and liaise with finance team as required  
• Comply with relevant EEO and WHS regulations.  
• Perform any other duties as required and appropriate for this classification. | Reports to: Executive Assistant to the Director of Risk & Assurance  
Positions Reporting to: Nil  
Key Direct Clients: • Senior Managers  
• Students  
• Staff members in other offices or department  
• Other staff members in own office or department  
• Insurers and Brokers  
• External training Providers  
Other Key Relationships: • Other staff members in own office or department  
• Immediate team members  
• MQ staff in general  
• HR, Payroll Team and Office of Financial Services  
Budget Accountability: Nil  
Role-specific Conditions: Nil  
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, experience and expertise to identify, develop and implement new initiatives, processes and programs. |
# 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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<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>Accountability:</strong> Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Teamwork:</strong> Working in collaboration with others to achieve shared goals.</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.

- University Student/Higher School Certificate and/or equivalent experience.
- Finance background/experience highly desirable.
- Insurance and workers compensation claims management experience is highly desirable.
- Computer skills including MS office, Outlook and Internet. Excel - intermediate user.

**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 office’s functions and structure. 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 administration.
- Providing service to customers.
- Working in a complex organisation.