Position Description

Title: Administrative Assistant

HEW Level: Level 4

Faculty/Office: Science and Engineering

Position Number:

Department/Team: Various

Date: February 2017

Position Purpose: Provide transactional and reception administrative support for the Department and its activities.

ORGANISATIONAL CONTEXT

The Faculty of Science and Engineering offers both undergraduate and postgraduate Degree programs across a diverse range of disciplines. The Faculty is also home to a number of world-class research centres. The Faculty continues to grow links with industry by building partnerships with Commercial, government, cultural and professional organisations.

The Administration Function supports the department across the full scope of student and academic lifecycles including financial management, staff and student administration, event management and department communications.

ORGANISATION CHART

Executive Dean
   /  
  /    
Executive Assistant
  /  
Head of Department
  /  
General Manager
  /  
Associate Deans

Department Manager
  /  
Administrative and Outreach Coordinator
  /  
Administrator Finance and Staff

Administrator Academic
  /  
Administrator Assistant
<table>
<thead>
<tr>
<th>KEY ACCOUNTABILITIES</th>
<th>POSITION CONTEXT</th>
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<tbody>
<tr>
<td>• Undertake transactional administrative activities across the full scope of department functions including finance, staffing, program, student, resourcing and academic support.</td>
<td>Reports to: Department Manager</td>
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<td>• Provide reception support as required including meeting and greeting visitors and maintaining the professional presentation of the Department and its meeting rooms.</td>
<td>Positions Reporting to: Direct: nil</td>
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<td>• Contribute to ensuring the smooth running of the department and its operations through undertaking activities such as mail, stationary and purchasing of goods.</td>
<td>Indirect: nil</td>
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<td>• Contribute to the design, development and implementation of improvements to administrative systems, processes and procedures.</td>
<td>Key Direct Clients: Head of Department</td>
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<td>• Under the guidance and/or direction of the Department Manager and/or other team members, assist with administrative workloads during peak periods.</td>
<td>• Academic Teaching and Research staff</td>
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<td>• Comply with relevant EEO and WHS regulations</td>
<td>• Faculty/Department</td>
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<td>• Perform any other duties as required and appropriate for this classification.</td>
<td>• Students (current and prospective)</td>
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**Other Key Relationships:**
- Faculty General Manager
- Faculty Associate Deans
- Faculty level support staff (e.g. student services, IT)
- Functional support areas across the university e.g. Marketing, Finance, HR, IT)
- Immediate team members
- Other external contacts

**Budget Accountability:** Nil

**Role-specific Conditions:**
- Criminal History Check
- Out of hours work may be required for events e.g. Open Day

**Scope and autonomy:**
Decides when and how to perform variable tasks of greater complexity within the scope of established processes and priorities.

**Problem solving:**
Applies knowledge of standard processes, procedures, systems and/or techniques to identify and implement solutions to problems.
# 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>Planning and Execution: Managing time and resources to complete tasks and achieve objectives.</td>
<td>Personal qualities related to successful performance.</td>
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<td>Quality Focus: Ensuring accuracy and quality when completing tasks.</td>
<td>Perseverance: Persevering despite obstacles to ensure tasks are completed.</td>
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<td>Communication: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td>Flexibility: Responding effectively to unexpected or changing circumstances.</td>
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<td>Service Focus: Making students, staff, alumni and other key contacts and their needs a priority.</td>
<td>Reliability: Meeting commitments and responsibilities.</td>
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<td>Relationship Management: Establishing effective working relationships with others.</td>
<td>Interpersonal Impact: Making a positive impression on others in a range of interpersonal contexts.</td>
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<td>Teamwork: Working in collaboration with others to achieve shared goals.</td>
<td>Resilience: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td>Accountability: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td>Integrity: 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.

- Higher School Certificate or equivalent experience.
- Computer skills including Microsoft Office and internet.
- Time management principles and practices

**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 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 or reception
- Working with a diverse group of stakeholders
- Providing service to customers
- Working with databases and/or record keeping