Position Description

Title: PACE International Administration Assistant

HEW Level: Level 5

Faculty/Office: PACE

Position Number: NEW

Department/Team: PVC – Learning and Teaching

Date: August 2015

Position Purpose: To provide administrative and operational support in the delivery of international PACE activities.

ORGANISATIONAL CONTEXT

The Pro Vice-Chancellor (Learning, Teaching and Diversity) is responsible for strengthening learning and teaching at Macquarie through developing academic staff capabilities, developing and maintaining a suite of quality academic programs, creating and maintaining flexible and innovative physical and virtual learning spaces and enhancing our student learning experience.

Professional and Community Engagement (PACE) is a University-wide initiative designed to provide undergraduate students with experiential learning opportunities with a range of local, regional and international partners. PACE units provide an academic framework through which students can engage with the community, learn through participation, develop their capabilities and build the skills valued by employers. By completing a PACE unit, students contribute to partner organisational goals and develop skills and capabilities while gaining academic credit towards their degree. PACE units offer activities at local and regional or international level.

The PACE initiative is a key differentiator of the University’s curriculum for current and potential students. International activities are delivered in two streams: Professional Engagement opportunities and Community Development opportunities. Units from all faculties are offered across both streams.

ORGANISATION CHART

[Diagram of organisational hierarchy]

Associate Director, PACE International

PACE International Program Manager

PACE International Administration Assistant

PACE International Program Coordinator

PACE International Program Coordinator

PACE International Program Coordinator

PACE International Program Officer

PACE International Program Officer

PACE International Program Officer

PACE Systems Manager

PACE International Business Improvement Officer

PACE International Student Liaison Officer
### KEY ACCOUNTABILITIES

- Provide administration support to the Associate Director PACE International and PACE International Program Manager for the effective management and delivery of the PACE International program.
- Coordinate the administration of the mobilisation of PACE International students ensuring all students have met University requirements prior to departure.
- Provide general administrative support to the PACE International team for the delivery of PACE International activities including organising staff travel and accommodation arrangements.
- Provide advice and support to students and partners on the application of relevant University policies, processes and systems.
- Answer and resolve, refer and/or escalate enquiries from current and future students and maintain a high standard of service to all current and potential stakeholders.
- Maintain records relating to student and partner information, including: data collection and integrity, data entry; preparation of reports and provision of feedback to inform decision making.
- Review and update content on team’s web pages to ensure currency.
- Contribute to the review and implementation of improvements to PACE International business processes in line with PACE policies and protocols and in compliance with Macquarie University governance frameworks.
- Administer the PACE International grants payment processes.
- Build relationships with internal stakeholders to ensure effective coordination and support of PACE International activities.
- Provide support for activities and events requiring coordination of external and internal service providers, staff and student participants and preparation of materials.
- Provide unit administration support to the convenor of the central international PACE unit: PACE360.
- Actively contribute to University-wide initiatives to improve, develop, strengthen and promote PACE.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and as appropriate.

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>PACE International Associate Director</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Direct: nil</td>
</tr>
<tr>
<td></td>
<td>Indirect: nil</td>
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<tr>
<td>Key Direct Clients:</td>
<td>MQ students</td>
</tr>
<tr>
<td></td>
<td>Faculty PACE teams</td>
</tr>
<tr>
<td>Other Key Relationships:</td>
<td>PACE Research and Evaluation team</td>
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<tr>
<td></td>
<td>Particular staff members in other offices or departments</td>
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<tr>
<td></td>
<td>Immediate team members</td>
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<td></td>
<td>Other external contacts</td>
</tr>
<tr>
<td>Budget Accountability:</td>
<td>Nil</td>
</tr>
<tr>
<td>Role-specific Conditions:</td>
<td>Nil</td>
</tr>
<tr>
<td>Scope and autonomy</td>
<td>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>Problem solving</td>
<td>Draws on own knowledge and experience to analyse problems and develops and implements solutions.</td>
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### 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</th>
<th>ATTRIBUTES</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>Flexibility:</strong> Responding effectively to unexpected or changing circumstances.</td>
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<tr>
<td><strong>Quality Focus:</strong> Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Reliability:</strong> Meeting commitments and responsibilities.</td>
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<td><strong>Communication:</strong> Effectively grasping and conveying ideas and concepts to others.</td>
<td><strong>Initiative:</strong> Taking action, on own accord, to address problems and prevent them from reoccurring.</td>
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<tr>
<td><strong>Service Focus:</strong> Making students, staff, 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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<tr>
<td><strong>Teamwork:</strong> Working in collaboration with others to achieve shared goals.</td>
<td><strong>Resilience:</strong> Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Knowledge of administrative and governance frameworks in the university or public sector.
- Understanding of the principles of service provision.
- Ability to use enterprise systems and applications.

### 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.

- Understanding of the PACE initiative
- Understanding of key stakeholders, their needs and motivations
- Understanding of Faculties and Macquarie International
- Understanding of undergraduate programs and degrees
- Understanding of the University’s governance and regulatory framework
- Understanding of key University systems

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

- Experience in customer service, preferably in the education sector.
- Administrative experience including records management and contributing to business process reviews and improvements.
- Experience in building and managing relationships with multiple internal and external stakeholders.
- Working across multiple technology systems and databases.