Position Description

Title: Administration and Outreach Coordinator
HEW Level: Hew level 5

Faculty/Office: Science and Engineering

Department/Team: Various
Date: February 2017

Position Purpose: To provide administrative support for Outreach activities and to provide secretarial support for the Senior Department leadership team.

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.
### KEY ACCOUNTABILITIES

- Provide personal assistant support for senior department staff as required (e.g. Head of Department, Senior Academics)
- Coordinate on and off site department events and meetings including arranging bookings, catering, travel and conference attendance etc.
- Prepare all relevant documentation required by the Head of Department for committees, conferences and meetings.
- Act as department contact for IT and facility management including space/office requirements and maintain the floorplan, department directory and other resources as required.
- Organise on and off site meetings including arranging all bookings, catering, transport, transfers and accommodation and meeting papers for the Head of Department and Senior Academics.
- Arrange department related marketing requirements.
- Collate and edit annual report information for publication.
- Organise appropriate paperwork and inductions for work experience students.
- Assist in the drafting and distribution of department communications and ensuring website content is updated and current.
- Gather and consolidate data and information and prepare reports as required.
- Respond to, or appropriately escalate, queries about the Department and its activities.
- Develop and maintain relationships with internal and external stakeholders and service providers to the Department.
- Develop, implement and/or improve administrative systems, processes and procedures.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

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<tr>
<th>Reports to:</th>
<th>Department Manager</th>
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<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Direct: nil Indirect: nil</td>
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</table>
| Key Direct Clients: | Head of Department
Senior Staff within the Department and Faculty Executive
Department staff
Faculty and Administration staff
Academic Teaching and Research Staff |
| Other Key Relationships: | Faculty General Manager
Faculty Associate Deans
Administration staff across departments and the university
Faculty level support teams (e.g. Student Services, IT)
Functional support areas across the university (e.g. Marketing, Finance, HR, IT)
Heads of Department
Immediate team members
Other external contacts including research and industry partners |
| Budget Accountability: | Nil |
| Role-specific Conditions: | Criminal History Checks
Out of hours may be required for events e.g. Open Day |
| 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.

**COMPETENCIES** Clusters of behaviours required for successful performance.

- **Planning and Execution**: Managing time and resources to complete tasks and achieve objectives.
- **Quality Focus**: Ensuring accuracy and quality when completing tasks.
- **Communication**: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.
- **Service Focus**: Making students, staff, alumni and other key contacts and their needs a priority.
- **Relationship Management**: Establishing effective working relationships with others.
- **Teamwork**: Working in collaboration with others to achieve shared goals.

**ATTRIBUTES** Personal qualities related to successful performance.

- **Perseverance**: Persevering despite obstacles to ensure tasks are completed.
- **Flexibility**: Responding effectively to unexpected or changing circumstances.
- **Reliability**: Meeting commitments and responsibilities.
- **Interpersonal Impact**: Making a positive impression on others in a range of interpersonal contexts.
- **Resilience**: Dealing effectively with and recovering quickly from setbacks or pressure.
- **Accountability**: Assuming responsibility for making decisions and delivering agreed outcomes.
- **Integrity**: Maintaining confidentiality, discretion and professionalism.
### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Certificate in business administration and/or equivalent experience.
- Computer skills including Microsoft Office and internet.
- Time management and organisational skills

### 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 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 Personal Assistant support
- Providing service to customers
- Interacting with a diverse range of stakeholders
- Event coordination
**Administration and Outreach Coordinator (HEW 5)**

**Selection Criteria**

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<tr>
<th>Criteria</th>
<th>Details</th>
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<td>Demonstrated experience building and managing relationships with internal and external stakeholders at all levels.</td>
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<td>Demonstrated skill and experience in the provision of administrative and secretarial support including office and diary management activities with the ability to manage confidential matters with discretion</td>
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<td>Exceptional verbal and written communication skills</td>
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<td>Demonstrated experience and ability in preparing internal communications, agendas, minutes, reports and presentations.</td>
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<td>Intermediate to advanced computer skills including Website Microsoft Office, internet and email</td>
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<td>Demonstrated track record of event and/or project coordination</td>
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