**Position Description**

<table>
<thead>
<tr>
<th>College/Division:</th>
<th>Research and Innovation</th>
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<tbody>
<tr>
<td>Faculty/School/Centre:</td>
<td>Graduate Research Office</td>
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<td>Department/Unit</td>
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<tr>
<td>Position Title:</td>
<td>HDR Officer</td>
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<td>Classification:</td>
<td>ANU Officer Grade 4 (Administration)</td>
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<td>Position No:</td>
<td>TBC</td>
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<td>Responsible to:</td>
<td>HDR Coordinator</td>
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<tr>
<td>Number of positions that report to this role:</td>
<td>N/A</td>
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<td>Delegation(s) Assigned:</td>
<td>N/A</td>
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### PURPOSE STATEMENT

The ANU Graduate Research Office delivers central Higher Degree Research (HDR) administration and support services from recruitment through to examination. The office is client focused and aims to deliver seamless, responsive, consistent, and effective services, advice and support to HDR candidates and staff through a single point of contact from enquiry and application through to graduation. The office has a key liaison function with the Colleges and Service Divisions and is part of the Office of the Dean, Higher Degree Research that provides the academic leadership, strategic direction and oversight of the University's Higher Degree Research Programs to ensure delivery of high-quality, internationally benchmarked research programs.

The HDR Officer provides general reception, customer service support, project and administrative assistance, contributing to the efficient delivery of Graduate Research Office services and a positive experience with every contact.

### KEY ACCOUNTABILITY AREAS

**Position Dimension & Relationships:**

The successful candidate will administer processes across the HDR lifecycle as well as contributing to projects, continuous improvement and other development initiatives.

The HDR Officer provides a key role in providing general administrative assistance and attending to enquiries, providing first level advice and escalating more complex enquiries to appropriate responsible staff.

The HDR Officer builds and maintains effective working relationships with internal and external stakeholders to support the delivery of high quality services that deliver practical and supportive outcomes for HDR candidates, staff, and other stakeholders.

**Role Statement:**

Under general direction, the HDR Candidature Officer will:

1. Act as the first point of contact for enquiries (email, phone, and face to face) and general administrative and reception tasks, adhering to business process guidelines and referral protocols, providing timely, accurate and professional advice on a range of University policies and procedures in relation to the HDR student lifecycle. Use sound judgement to determine when to redirect more complex enquiries on to the appropriate staff for higher-level advice or support while demonstrating a thorough understanding of the University's overall support services.
2. Communicate effectively with students and staff to provide a high quality customer service experience, anticipating needs and proactively assisting students and staff to access online information and resources and showing a clear commitment to the delivery of service excellence.

3. Process applications across the HDR lifecycle accurately and in accordance with appropriate timeframes along with assisting with data collections, reporting or other processing tasks as required.

4. Proactively develop knowledge through liaison within the team and with key subject matter experts, effectively making use of information sourced from a variety of published resources and keeping up to date with new developments relevant to the office and the University's broader strategic objectives.

5. Provide support and feedback to assist in the management and delivery of service and communication improvement strategies with a strong commitment to improvement of the HDR student experience.

6. Create and maintain various administrative documents such as standard operating procedures and contact and e-mail lists; develop and maintain inventories, assist with routine web maintenance, assist with events management and various processing tasks.

7. Ensure that all interactions are managed sensitively and in accordance with the University's privacy policy.

8. Actively contribute to a positive and professional work environment that fosters collaboration, teamwork, high achievement and continuous improvement.

9. Comply with all ANU policies and procedures, in particular those relating to the Code of Conduct, work health and safety and equal opportunity.

10. Perform other duties as directed, consistent with the classification level of the position and in line with the principle of multi-skilling.

**SELECTION CRITERIA**

1. Year 12 and relevant work experience in a client-facing role in a complex organisation or equivalent combination of experience and training.

2. Demonstrated excellent interpersonal, communication and customer service skills, including the ability to liaise effectively with stakeholders in a culturally diverse environment and to communicate effectively both verbally and in writing. Experience coordinating events will be highly regarded.

3. Demonstrated ability to learn, interpret and apply policy and procedures.

4. Strong administrative and organisational skills including the ability to use initiative, make sound judgements, and undertake a variety of high volume processing tasks with accuracy and efficiency.

5. Proven ability to prioritise own workload, manage high volume enquiries and to work both independently on routine tasks and as a member of a team, escalating issues when needed without compromising high standards of quality customer service.

6. Proficient computer skills with demonstrated experience using the Ms Office suite.

7. A demonstrated general knowledge and understanding of equal opportunity principles as they relate to employment.

**References:** Professional Staff Classification Descriptors

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.