Position Description

College/Division: Office of the Vice-Chancellor
Department/Unit: OVC Administration and Support Officer
Position Title: OVC Administration and Support Officer
Classification: ANU Officer Grade 5 (Administration)
Position No: Nil
Responsible to: Executive Officer, Office of the Vice-Chancellor
Number of positions that report to this role: Nil
Delegation(s) Assigned: Nil

PURPOSE STATEMENT:
The ANU Senior Management Group team is led by the Vice-Chancellor, President and Chief Executive Officer of the Australian National University. The Vice-Chancellor and the Senior Management Group develop and implement strategies, policies and procedures to support ANU to meet its strategic goals and operational needs. The staff in the Office of the Vice-Chancellor (OVC), under the leadership of the Director and Chief of Staff of the OVC, work to support the delivery of the objectives of the Vice-Chancellor, the Executive and the SMG of the University.

The OVC Administration and Support Officer is a key role within the OVC who supports the Director and Chief of Staff of the OVC while reporting to the Executive Officer.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
The OVC Administration and Support Officer plays a key role in supporting the day-to-day operations of the OVC and is the first point of contact for all visitors to the OVC. The role requires the ability to problem solve quickly and collaboratively. The OVC Administration and Support Officer often deals with confidential and sensitive information and is adept at exercising discretion, sound judgement and diplomacy, while also interacting professionally with a range of senior internal and external stakeholders. The role will develop and maintain relationships across the University, building a network of external contacts to ensure a high-level understanding of ANU structure and practices.

Role Statement:
Under general direction, the OVC Administration and Support Officer will:
- Act as the first point of contact for enquiries including welcoming visitors to the Office, managing the flow of incoming and outgoing written correspondence and phone calls, providing advice on a range of policies and procedures, ensuring compliance with University policies and procedures for the matters processed through the office.
- Provide high-level support to the Director and Chief of Staff of the OVC, as well as administrative support for the broader office, including but not limited to:
  - Diary management for the Director and Chief of Staff and the Director ANU Communications and Engagement;
  - Assist with the preparation of correspondence and maintenance of record management and relevant filing systems;
  - Coordinate, or assist with, building maintenance issues, acting as Chief Fire Warden and Building Custodian for the Chancellery Tower;
  - International and domestic travel coordination, producing the relevant paperwork for approval and ensuring flight and accommodation booking in accordance with University policies and procedures;
  - Committee and event management support, room allocation and booking, collating and placing stationery orders, arranging security and IT access, and ensuring appropriate maintenance of office space and equipment;
  - Maintain the OVC web pages, liaising with stakeholders to collect information and update relevant sections.

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• Provide secretarial support to senior members of staff, including producing agendas, collating and circulating relevant documents, minute-taking and the distribution of minutes and follow-up on action items to ensure resolution within the agreed timeframes
• Use initiative and judgement to disseminate information in a timely and effective manner, coordinating responses and escalating enquiries and referrals when required.
• Liaise with and develop networks with administrative and executive support staff across the Senior Management Group, the University and external stakeholders as appropriate.
• Comply with all ANU policies and procedures, in particular those relating to work health and safety and equal opportunity.
• Perform other duties as requested, consistent with the classification of the position and in line with the principle of multi-skilling and professional development.

See the classification descriptors for professional staff and minimum standards for academic staff

SELECTION CRITERIA:
1. Degree or Year 12 and extensive experience in an executive support or administrative role or an equivalent combination of relevant experience and education/training.
2. Demonstrated high level customer service and interpersonal skills with the ability to consult, liaise and negotiate effectively with stakeholders in a culturally diverse environment, dealing efficiently with sensitive and confidential matters using discretion and adhering to strict confidentiality protocols.
3. Demonstrated high level communication skills (both oral and written) high attention to detail and experience drafting business correspondence.
4. Proven organisational skills and ability to prioritise own workload, the flexibility to work independently and within a team environment, using sound judgement, managing competing demands and deadlines and delivering high quality outcomes in a dynamic, fast-paced office.
5. Proficiency using the Microsoft Office suite and highly developed functional IT skills. Experience in the provision of webpage administration and financial systems will be highly regarded.
6. A demonstrated understanding of equal opportunity principles and polices and a commitment to their application in a university context.

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.

Supervisor/Delegate Signature:  Date:  
Printed Name:  Uni ID:

References:

Professional Staff Classification Descriptors
Academic Minimum Standards

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