Purposes Statement:
The Australian National University (ANU) is committed to the employment and development of Aboriginal and Torres Strait Islander persons in line with the University’s Strategic Plan 2021-2025 and Reconciliation Action Plan 2021-2022. This is an Identified Indigenous position in accordance with the University’s Identified Position Procedure and only Indigenous Australians are eligible to apply.

The College of Engineering and Computer Science (CECS) Community portfolio exists to promote, support, and foster better outcomes for our community both within and outside the College. Services delivered by the Community team enable better collective outcomes and contribute to the overarching goals of the College’s Reimagine Strategic Intent 2021-2025.

The Services Assistant Cadet will provide a comprehensive level of administrative and student facing support services, contributing to the efficient and effective provision of professional services to improve student transitions, experience and engagement, through liaising with their team, supervisor and relevant stakeholders across the College and wider University.

The Service Assistant Cadet, will work under the close direction and support of the Senior Services Consultant – Diversity and Inclusion, to assist with the day-to-day administration within the professional services team. The position will collaborate with a range of stakeholders, including students, academic and professional staff and volunteers, while engaged in supporting the CECS community initiatives, across a number of team specific projects on a rotational basis.

The Services Assistant Cadet will contribute robust personalised feedback and input on a wide range of policies, and provide assistance with procedures and initiatives, supporting the representation and achievement of Indigenous Australians and advancing the College’s and University’s strategic goals.

Key Accountability Areas:
Position Dimension & Relationships:
The Service Assistant Cadet – Diversity & Inclusion works closely with the other members of the Diversity and Inclusion team, liaising with and providing valued feedback and high quality service to a wide variety of staff, students, and visitors. The Service Assistant works collaboratively with the other teams within the College and broader ANU.

This role is a skill development role that includes up to 4 rotations across the Community, portfolio, to support surge capacity and capability development. The role is based in the Diversity and Inclusion team where workload management and supervision will be provided. The role will be encouraged to access community support opportunities at ANU, including informal and formal peer support, staff mentoring and networking.
Role Statement:

Under broad direction, the Service Assistant will:

1. Act as a point of contact for Indigenous students, staff, and stakeholders to deliver coordinated, co-designed support of First Nations community members in the College.
2. Work within teams across the Community portfolio, to support surge requirements for short- and medium-term processes and administrative functions.
3. Provide administrative level support, including data entry, document preparation, correspondence and briefing notes, as required.
4. Assist with stakeholder liaison and relationship building, student engagement and event support. Coordinate and collaborate with Dean’s Office Administrative team.
5. Assist with general enquiries from students, staff, and stakeholders.
6. Establish and maintain effective relationships with stakeholders within the area, wider ANU, and, where required, with external organisations.
7. Maintain high levels of professionalism and confidentiality at all times.
8. Comply with all ANU policies and procedures, and those relating to work health and safety and equal opportunity.
9. Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling. Some adaptability may be required based on complexities of seasonal workflows in the sector.

SELECTION CRITERIA:

1. Applicant must be of Australian Aboriginal and/or Torres Strait Islander heritage.
2. Year 12 and extensive relevant work experience. Previous client facing, or student support experience would be highly regarded.
3. Demonstrated ability in providing administrative support to a busy office, stepping up to support for its day-to-day functioning, and in the provision of high-level assistance to senior staff.
4. Demonstrated ability to support special projects, deliver strategic outcomes and community building initiatives.
5. Proven organisational skills and ability to prioritise own workload and to work effectively both independently and as part of a broader team, meeting demanding deadlines and delivering high quality outcomes.
6. Demonstrated high-level customer service and communication skills with an ability to liaise effectively with stakeholders in a culturally diverse and inclusive environment.
7. Highly developed computer skills, including proficiency using the MS Office suite, experience with online information systems and social media platforms. Advanced skills in Excel will be highly regarded.
8. A demonstrated understanding of equal opportunity principles and policies 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: Raelene Ernst
Uni ID: u1095025

References:

General Staff Classification Descriptors
Academic Minimum Standards