College/Division: Residential Experience Division
Faculty/School/Centre: Residential Experience Team
Position Title: Senior Administration Officer
Classification: ANU 6/7
Position No: New position
Responsible to: Deputy Director, Residential Services and Operations
Number of positions that report to this role: None
Delegation(s) Assigned: None

PURPOSE STATEMENT:
The Residential Experience Division (the Division) provides accommodation services for more than 5000 students residing across 18 Residences located on the ANU Acton campus.

The Residential Experience Division Senior Administration Officer provides high level administrative, executive and project support to the Division, to ensure effective and efficient delivery of administrative and business operations. They will also assist in the development, implementation and continuous improvement of the Division’s forward planning systems and associated business processes and operations by proactively monitoring, supporting and progressing the strategic priorities and the activities of the business units within the Division.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:
The Senior Administration Officer provides administrative, business and executive support, ensuring efficient day-to-day operations and liaising with staff, students and visitors. The person in the role will be a highly skilled collaborator, develop professional relationships and work effectively across a wide range of internal and external stakeholders, including Residence staff teams, ANU Student Administration, University Experience and other relevant bodies.

Role Statement:
1. Ensure the efficient day-to-day operations of the Division, by providing high-level administration and business support and coordination of strategic and operational activities including but not limited to developing and implementing project-based and calendar-based systems for the Division to monitor and meet deadlines, KPIs and other objectives aligned to appropriate timelines.

2. Be the primary point of contact and coordinate human resources and finance activities across the Division including liaison and working closely with the relevant Service Divisions.

3. Provision of high-level executive assistance including but not limited to:
• Diary management, coordinating appointments and proactively resolving conflicting demands and commitments.

• Coordinating various projects, including planning and prioritizing tasks and liaising with stakeholders to ensure timely project delivery.

4. Prepare high-level business documentation and correspondence and reports, including undertaking background research, collating, analysing and interpreting data to inform executive briefs and discussion papers on key issues.

5. Carry out special projects as agreed with the Chief Residential Services and Operating Officer and Deputy Director.

6. Develop and maintain effective relationships and networks with other administrative and executive support personnel across other Portfolios and Colleges and the University community.

7. Actively engage in ongoing professional development and make a continuing contribution to the work of the Division.

8. Comply with all ANU policies and procedures, and in particular 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.

SELECTION CRITERIA:

1. Degree qualification or relevant experience in a tertiary or similarly complex environment within an administrative or business operations role.

2. Exceptional organisational skills with a demonstrated ability to work in a team environment, as well as independently.

3. Demonstrated high-level ability to show initiative, analyse and solve problems, and prioritise tasks according to the demands of high-pressure peak periods.

4. Demonstrated ability to develop, implement and review administrative and business processes and systems.

5. High-level interpersonal and communication skills, both written and oral, including demonstrated ability to consult, negotiate and liaise effectively with a diverse range of people.

6. Demonstrated ability to interpret and provide high-level advice in accordance with policies, procedures, and legislation.

7. Demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

ANU Officer Levels 6 and 7 are broadbanded in this stream. It is expected that at the higher levels within the broadband occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range of duties at a higher level, and that more time will be spent on the more complex functions of the position.

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 Name: Felicity Gouldthorp, Deputy Director, Residential Services
Date: July 2023

For assistance please contact HR Division Ph. 6125 3346
References:

- Professional Staff Classification Descriptors
- Academic Minimum Standards