# POSITION DESCRIPTION

## Campus Services Coordinator

<table>
<thead>
<tr>
<th>Position Level</th>
<th>6</th>
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<tbody>
<tr>
<td>Faculty/Division</td>
<td>Medicine &amp; Health</td>
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<tr>
<td>Position Number</td>
<td>00069411</td>
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<td>Original document creation</td>
<td>09/06/21</td>
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### Position Summary

The Campus Services Coordinator (CSC) provides high level administrative support to the School Manager ensuring the rural campus delivers an exceptional student experience whilst meeting Medicine program goals, objectives and reporting requirements. Professionalism, teamwork and collegiality underpin local administrative and logistical support for students, academics, staff and visitors, and the Campus Services Coordinator ensures productive and significant working relationships are developed and maintained with internal and external stakeholders. The Campus Services Coordinator is responsible for the administrative and logistical leadership operations of the campus.

The role of Campus Services Coordinator reports to the School Manager and supervises a team of up to seven direct reports. The role also has a close working relationship with and takes direction from the Director of Medical Education (DoME) at the campus.

### Accountabilities

Specific accountabilities for this role include:

- In consultation with the School Manager and Director of Medical Education, coordinate and undertake a range of academic, student and client related administrative activities and services supporting the delivery of the Medicine program, recruitment strategies and campus operations.

- Support staff and students and build significant relationships with key stakeholders including clinical and academic staff, Local Health District (LHD), primary care and clinical practices, specialist colleges, training institutions, schools, other universities and educational institutions, and local communities.

- Provide assistance and advice to academic and professional staff on matters including but not limited to induction and orientation, access to systems, online learning technologies, curriculum administration and procedure.
In collaboration with the Director of Medical Education and campus staff, guide and monitor the logistical aspects of the campus undergraduate and postgraduate program delivery including but not limited to, student welfare and wellbeing, clinical placements, ILP, assessment and examinations, marking and results, regional training initiatives, stakeholder engagement and vocational training pathways, records and compliance.

In collaboration with the School Manager and School Services team, support campus participation and involvement in the Rural Entry Scheme (RES) into Medicine ensuring participation from local clinical and community interviewers, appropriate scheduling and administrative support for rural campus student interviews, training and other related processes.

Assist the School Manager and liaise with RCS School Services to support the administration of short-term rural clinical placements (STRCP), local campus involvement and input into the Rural Health Multidisciplinary Training (RHMT) program reporting, and planning and maintenance of facilities, equipment and other assets in line with UNSW policy and guidelines.

Consult with the Director of Medical Education and support the School Manager to provide assistance for campus HR requirements related to recruitment, appointments, conferrals and other engagements in collaboration with School Services, ensuring compliance with legislative and other HR frameworks related to staffing, training, risk and related University process, policies and procedures.

Provide proficient support, guidance and capability across a broad range of campus administrative functions including but not limited to finance, procurement, travel, meetings, student welfare and wellbeing, education support and campus services, myCareer processes and facility operations.

Participate in business improvement activities including leading school portfolios and projects and other processes to streamline and facilitate administrative efficiency, as required.

Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

**Skills and Experience**

- Relevant tertiary qualification with subsequent relevant experience or equivalent level of knowledge and competence gained through another combination of education, training and experience.

- Excellent customer service and organisational skills with proven ability to introduce new ways of working to support the School Manager and Director of Medical Education in achieving the goals and objectives of the campus and school.

- Proven ability to apply knowledge and experience in analysing and resolving and/or referring restricted, complicated and sensitive matters efficiently and appropriately whilst maintaining confidentiality and discretion.

- Demonstrated initiative and success working productively in a high-volume, process driven environment with variable workflows and competing deadlines to deliver timely effective outcomes.

- Proven strong time-management strategies and the ability to work effectively with minimal supervision as well as collaboratively in a team environment.

- Well-developed interpersonal skills and a demonstrated ability to communicate with people at all levels including from diverse backgrounds and cultures, verbally and in writing.

- Proven track record and professionalism in building effective teams and contributing positively to team dynamics, demonstrated integrity, maintaining professional relationships, assisting and mentoring colleagues and supporting management decisions and strategic direction.
• Sound computer literacy with excellent skills in the Microsoft Office Suite of applications and an ability to learn and gain competence in UNSW systems-based applications in a timely manner.
• Knowledge of health and safety responsibilities and a commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.