POSITION DESCRIPTION

Administrative Assistant

Position Level | 5
Faculty/Division | Arts, Architecture & Design
Position Number | ADMIN ONLY
Original document creation | 01/09/ 2020

Position Summary

An Administrative Assistant provides effective day-to-day administrative support within the School to ensure all services are provided efficiently to meet the operating needs of The Faculty of Arts, Design and Architecture.

The role reports to the School Manager, supporting the Head of School and relevant leadership within The School.

This position is situated in a team-based environment where during peak times the sharing of roles and the collaborative support for the work of colleagues may occur.

Accountabilities

Specific accountabilities for this role include:

- Provide high level administrative support to the School and other nominated teams across The Faculty of Arts, Design and Architecture.
- Act as the first point of contact for internal and external stakeholders, maintaining effective channels of communication, analysing requests and correspondence to prioritise as well as urgent and often sensitive matters.
- Provide effective advice and support to future and current student enquiries and proactively seek required information or triage when necessary.
- Provide support to the Schools team during peak period, including Teaching Support Officers, Student advisor and other support areas.
- Provide effective specialist advice relating to administrative guidelines, processes and activities, and help streamline processes to facilitate administrative efficiency.
- Draft agendas, minutes, correspondence, briefing notes, and guidelines for specific committees and meetings as required.
- Review and monitor finance administration requests, including but not limited to, purchasing, travel, credit card reconciliation, expense reimbursements, payment requests and billing processes.
• Monitor and maintain the School website and intranet, liaising with internal stakeholders when required.
• Arrange, support and promote meetings and events for internal and external stakeholders.
• Undertake induction and new starter process for new staff and visitors including access to systems and building and site orientation.
• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
• 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 competence gained through any combination of education, training and experience.
• Advanced time management, organisational and problem-solving skills, including the ability to meet deadlines.
• Well-developed interpersonal and written and verbal communication skills.
• Demonstrated experience providing effective customer service and support to clients at all levels.
• Highly proficient computer literacy with excellent skills in Microsoft Office 365 and experience using web and intranet applications
• Ability to make sound judgements and work both independently and as part of a team.
• Demonstrated experience supporting and contributing to projects and initiatives.
• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
• Knowledge of health and safety responsibilities and 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.