POSITION DESCRIPTION

Administrator

Position Level | Level 5
Faculty/Division | Medicine & Health
Position Number | 00093861
Original document creation | 31/05/2021

Position Summary

The Administrator provides effective day-to-day administrative support for the Graduate Diploma in Orientation and Mobility (O&M) ensuring the highest possible level of customer service and student experience is delivered. This will include overseeing enrolments, marketing and organising work integrated learning (WIL) placements.

The role reports to the School / Clinic Manager, supporting the School of Optometry and Vision Science. The role will work with the Graduate Diploma in Orientation and Mobility Program Authority to ensure all aspects of the role are delivered.

Accountabilities

- Provide high level administrative support to the Graduate Diploma in O&M and other nominated teams across the School of Optometry.
- 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.
- Deliver consistent, accurate and customer focused advice to solve enquiries, referring to UNSW policy and procedures as required.
- Develop and maintain detailed filing systems, spreadsheets, databases, websites and other administrative systems.
- Respond to a range of in-person, telephone and email enquiries from internal and external stakeholders, and initiate, action or escalate as necessary.
- In collaboration with the Program Authority actively manage the logistical aspects of the Graduate Diploma in Orientation and Mobility including marketing and promotion, admissions, enrolments and graduation processes, space and resources, compliance, student welfare and staff engagement.
- Provide administrative support to the running of the Graduate Diploma in Orientation and Mobility Moodle courses, Term Planning & class management working with Program Authorities and Course Convenors to facilitate the achievement of activities and services.
• Support staff and students and build significant relationships with key stakeholders including external industry partners and the profession.
• Arrange WIL placements for Graduate Diploma in Orientation and Mobility students, including appropriate compliance with any legal requirements, regulations and UNSW risk management procedures.
• Investigate and organise potential scholarships with external organisations and UNSW Philanthropy.
• Maintain the School of Optometry and Vision Science website regarding O&M information.
• Assist with postgraduate administration as required.
• Perform other duties as allocated by School Manager, Director of Learning and Teaching and/or Head of School.
• Investigate and organise potential scholarships with external organisations and UNSW Philanthropy.
• Maintain the School of Optometry and Vision Science website regarding O&M information.
• Assist with postgraduate administration as required.
• Perform other duties as allocated by School Manager, Director of Learning and Teaching and/or Head of School.
• 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 & safety of yourself or others.

Skills and Experience
• High level experience in student administration in a tertiary education environment or a relevant tertiary qualification or an equivalent level of knowledge and competence gained through another combination of education, training, and experience.
• Advanced time management, organisational and problem-solving skills, including the ability to meet deadlines.
• Demonstrated experience providing effective customer service and support to clients at all levels while maintaining confidentiality where required.
• Demonstrated ability to identify, analyse and resolve administrative issues and problems, ensuring appropriate and effective outcomes, and contribute to improved processes.
• A high level of accuracy and attention to detail.
• Highly proficient computer literacy with excellent skills in Microsoft Office applications.
• Well-developed interpersonal, written, and verbal communication skills and the ability to communicate and interact with all levels of staff, students, management, and external stakeholders.
• Ability to make sound judgements and work both independently and as part of a team.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.
• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

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.