POSITION DESCRIPTION

Administrative Assistant
(This an identified Indigenous position)

Position Level | 4
Faculty/Division | Arts, Design & Architecture
Position Number | 00050961
Original document creation | 24/09/2021

Position Summary

The Administrative Assistant takes a responsible role in the establishment, maintenance and improvement of office systems, policies and procedures to ensure efficient operation and excellent customer service provision. This role will primarily support the School office teams, working closely with other school administrative staff under the direction of the School Managers. The Administrative Assistant may also provide general administrative support to the Dean’s Unit under the direction of the Operations Manager.

The role of the Administrative Assistant, reports to the School Manager and has no direct reports.

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.

This is an identified Indigenous position. UNSW considers that being Aboriginal or Torres Strait Islander is a genuine occupational qualification under s 14 of the Anti-Discrimination Act 1977 (NSW).

Accountabilities

Specific accountabilities for this role include:

- Provide pro-active, practical and efficient administrative services to the Head of School, Deputy Heads of School, School Manager and Senior Academic Staff, including (but not limited to) diary management, correspondence, travel and accommodation organisation
- Provide effective advice relating to administrative guidelines, processes and activities to academic staff within allocated school whilst developing and maintaining effective and collaborative relationships with a range of internal and external stakeholders to support and facilitate service delivery.
- Participate in relevant projects and business improvement activities to streamline processes and facilitate administrative efficiency ensuring all activities comply with UNSW and faculty/school guidelines and processes
- Oversee the general administrative/clerical duties in the School office (eg. typing, filing, photocopying, accepting/arranging deliveries and couriers, mail sorting, etc.)
- Respond to a range of in-person, telephone and email enquiries in relation to travels, expense reimbursement, recruitment, purchasing and event organisation from internal and external stakeholders, and initiate action or refer the enquiry, as required
- Develop and maintain filing systems, spreadsheets, databases, websites and other administrative systems
- Arrange, support and promote meetings and small events for internal and external stakeholders
- Assist with drafting agendas, minutes, correspondence, briefing notes, and guidelines for school specific committees and meetings
- Undertake induction and new starter process for new staff and visitors including access to systems and building and site orientation
- Undertake course and program teaching support administration needs, in particular relating to contingent workforce, term planning and results processing. Undertake other relevant tasks as directed by your supervisor
- 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

- This is an identified position and applicants must be an Aboriginal and/or Torres Strait Islander person. Confirmation of Aboriginality will be required.
- Associate diploma or equivalent combination of qualifications and work experience
- Strong organisational skills including ability to prioritise tasks and duties in order to meet deadlines
- Excellent customer service, interpersonal, written and oral communication skills
- Demonstrated experience in a range of computing skills including word processing, spreadsheets, and databases and a willingness to learn new systems
- Ability to work effectively and with high level of attention to detail in a busy office
- 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.