POSITION DESCRIPTION

Administrative Officer

Position Level  6
Faculty/Division  Business
Position Number  00045430
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Position Summary

The Administrative Officer plays a vital role in coordinating and managing the general administration within the UNSW Business School, ensuring high quality and consistency to effectively support the School’s teaching and operational functions.

This position reports to the School Manager and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Coordinate and manage a broad range of administration and record keeping practices, assisting the School Manager to review, analyse and contribute to the development of the School’s systems and processes, maintaining a streamlined practice within student and academic administration to support efficient and effective outcomes.

- Where applicable, provision of consistent and high-quality administrative support to the Head of School, Deputy Head of School, School Manager and School academics, including advice on University and Faculty policies and procedures.

- Oversee and conduct a range of student-related processes including, but not limited to, exams, result release, class-utilisation, special consideration, course and teaching evaluations, course outlines and enrolments.

- Assist the School Manager in planning, developing, and implementing policies, guidelines, and procedures, and play a leading role in their application to ensure they are compliant with Faculty and University guidelines and UNSW Enterprise agreements.
Maintain course-related resources and curriculum information, online learning platforms and alignment of resources with school protocols, coordinating and providing staff access and training for relevant teaching systems (e.g. Moodle).

Ensure UNSW processes are followed for assessments/examinations as well as maintain effective coordination of result submissions, result amendments and applications for re-assessment.

Work closely with the Education Director and Education Design and Delivery team to deliver on teaching activities including PASS and Pittstop Programs to support curriculum systems and digital requirements.

Work with the School's HDR Coordinator to manage the HDR administration activities at the School.

Review and monitor finance administration requests, including but not limited to, purchasing, travel, expense reimbursements, and payment requests for HDR students.

Provide governance support to School Education and Research Committees, School Board meetings, and participate in working groups and other projects as directed by the School Manager.

Assist with the procurement and operational requirements of the HDR cohorts to ensure that the equipment, IT, information systems, facilities, space and assets are sufficient for the HDR operations at the school.

Assist the School Manager in implementation of any new academic administrative systems and guidelines and play a leading role in their application and interpretation to ensure timely, accurate and effective operations of the School.

Act as the primary contact for matters related to school operations and teaching support to key internal and external stakeholders, communicate effectively, analyse requests, and prioritise activities, monitoring any sensitive issues including misconduct and complaints.

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.

- Excellent time management and organisational skills, and the ability to work well under pressure and manage multiple tasks with competing deadlines.

- Ability to plan, organise and co-ordinate projects and tasks.

- Outstanding interpersonal, written, and verbal communication skills, with proven ability to establish effective working relationships with a wide range of internal and external stakeholders.

- Demonstrated experience providing effective customer service and support to clients at all levels.

- Demonstrated experience in leading processes with high compliance requirements with a thorough understanding of policies, procedures or systems and its interpretation and application.

- Demonstrated ability to provide operational excellence and to supervise, influence and guide staff.

- Highly proficient computer literacy with excellent skills in Microsoft Office applications. Excellent numeracy skills with the ability to understand financial information and manage accordingly.
- 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.