POSITION DESCRIPTION

Allocation Assistant - SPOC

Position Summary

Research Grants and Contracts (RGC) within the Division of Research contributes to UNSW’s research performance and profile via the effective management of the University's research income. RGC is the key link between UNSW researchers, executive and funding agencies such as the NHMRC, ARC, other government and non-government research funders, philanthropic competitive grant funders and industry partners. The RGC teams are a crucial component in the university's ongoing strategy to increase knowledge exchange and towards meeting the S25 aims.

The Single Point of Contact workflow and ticketing system (SPOC) manages the tracking and allocation of workflow to RGC staff. The Allocation Assistant – SPOC works closely within the Research Grant and Contracts team to support the delivery of strong customer focused research grant management services to the University through accurate and timely allocation of incoming work to relevant RGC staff through SPOC.

The Allocation Assistant – SPOC reports to the Project Officer SPOC and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Monitor and manage the SPOC tickets to provide efficient and high-quality support to UNSW researchers, through achieving a single-day turnaround and accurate allocation of tickets on a range of research enquiries.

- Assist with the documentation of SPOC procedures and workflows to ensure a consistent high level of service is delivered.
- Support the Research Grants and Contracts team in managing the tracking and allocation of workflow, to delivering efficient end to end research management services across all types of funding.

- Contribute to the Training and Staff Development programs for stakeholders and the weekly, formal internal training program of the office through calendar management and updating of materials.

- Align with and actively demonstrate the UNSW Values in Action, UNSW Values in Action, UNSW 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.

- Strong interpersonal, written and oral communication skills with an evidenced ability to work cooperatively and constructively with staff from a variety of settings across the university.

- Ability to make sound judgements and work both independently and as part of a team.

- Demonstrated experience in contributing to Training and Staff Development programs for stakeholders, developing and presenting training material.

- Advanced proficiency in a range of computing skills including but not limited to the Office 365 suite, (Excel, Word, Outlook, and PowerPoint etc), and the ability to work effectively with the information management systems in the delivery of customer-focused services.

- Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.

- 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.

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**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.