POSITION DESCRIPTION

Administrator

| Position Level | 5 |
| Faculty/Division | Business |
| Position Number | 00051015 |
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Position Summary

The Administrator will provide effective administrative support to School academic staff, to ensure all services are provided efficiently to meet the operating needs of the UNSW Business School.

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

Accountabilities

Specific Accountabilities for this role include:

- 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.
- Coordinate and deliver accurate and timely administration on a range of student-related processes including, but not limited to, exams, special consideration, plagiarism and student misconduct.
- Collaborate with relevant teams to support academic staff with digital learning requirements and academic systems and processes.
- Attend relevant Faculty committees and contribute to discussions, relaying developments, and recommendations to the School.
- Coordinate administration for School’s recruitment activities with relevant stakeholders and Human Resources and support the onboarding of new staff, ensuring necessary infrastructure, access and inductions are in place.
- Develop and maintain detailed filing systems, spreadsheets, databases, websites and other administrative systems.
- Assist with updating and maintaining the School’s marketing material by actively monitoring the School’s website, content relevancy and accuracy, issuing web change requests and ensuring completion.
- Organise and coordinate Higher Degree Research student confirmations and annual progress reviews. Collaborate with resources within the University to monitor student enrolment and produce enrolment reports and statistics.
• Assist the School Manager in implementation of new administrative systems. Evaluate and contribute to the improvement of the School's systems and processes, to ensure efficiency and effectiveness of services.

• Support the School in the organisation of events, managing and recording of visitors, facilities and IT support for school operations and support any space, asset management and procurement needs.

• Prepare and disseminate agendas, papers, and minutes for relevant committees and meetings, and participate in working groups as directed by the School Manager.

• Assist the School Manager in the supervision of casual staff as required.

• 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.

• Demonstrated ability to exercise initiative and recommend process improvements with a willingness to develop knowledge and understanding of advanced administrative issues.

• Demonstrated experience in supporting processes with high compliance requirements with a thorough understanding of policies, procedures, and their application.

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

• Demonstrated ability to guide and supervise staff will be highly regarded.

• Highly proficient computer literacy with excellent skills in Microsoft Office applications including word processing, Outlook, spreadsheets, and databases.

• 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.