POSITION DESCRIPTION

Administrative Assistant (Switch)

Position Level | L4
Faculty/Division | Division of External Engagement
Position Number | ADMIN ONLY
Original document creation | 02/11/ 2020

Position Summary

The portfolio of External Engagement has been created following a Taskforce 20/21+ review of opportunities to streamline our operations across both Faculties and Divisions. The new Division covers the following activities, separate to any activities relating to future student recruitment (which is coordinated via the Division of Academic and Student Life):

- Media, news and content
- Corporate marketing and communications
- Web transformation
- Events, venues and hospitality
- Fundraising
- Alumni engagement
- Government, community and diplomatic relations

Hospitality are specialists in delivering meetings and events for internal and external clients across a variety of venues, including UNSW City Centre, John NIland Scientia Building, AGSM Building, Chancellery committee rooms, Clancy Auditorium and Science Theatre. Hospitality coordinate and deliver the venue logistics, audio visual and work closely with the contracted caterers to ensure a consistent quality hospitality experience.

Working in a fast-paced professional team environment, the Administrative Assistant (Switch) is the first point of contact for enquiries to the university’s main phone line, manages meeting room bookings, provides office reception and administrative support to the department.

The role reports to the Client Manager and has no direct reports.

Accountabilities

Specific accountabilities for this role include:
• Receive telephone calls through the main UNSW switchboard and direct them to the correct person within the university
• Provide exceptional customer service during all interactions while providing enquiry assistance to internal or external customers
• Notify relevant departments when contact database is found to be incorrect, and ensuring the information is updated and regularly checked that this has been attended to
• Provide reception support to the Chancellery reception, including acting as the first point of contact for all phone, walk-in and team inbox enquiries
• Develop ongoing relationships with internal and external stakeholders to promote UNSW Hospitality and the greater UNSW reflecting the key behaviours and values of the university
• Undertake a range of administrative functions and proactivity update administrative efficiencies and procedures to best support the operations of the department
• Show initiative through the development and creation of new processes and systems to improve the customer service levels, especially focusing on the utilisation of digital solutions
• Manage the Chancellery meeting room booking system
• Provide training and supervision of all casual and temporary 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 qualifications and/or experience or an equivalent level of knowledge gained through any combination of education, training and experience
• Excellent customer service and interpersonal skills and demonstrated ability to communicate effectively with a variety of internal and external stakeholders
• Demonstrated ability to manage tasks simultaneously and to work to strict deadlines, whilst maintaining professional customer service and high level of accuracy
• Proven initiative and problem-solving skills with the ability to work effectively with minimal supervision, as well as working collaboratively in a team environment
• Well-developed computer skills including all MS Office applications
• Experience in the development and implementation of new systems and procedures
• Demonstrated ability and willingness in providing guidance and support to colleagues and experience in managing staff rosters
• 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.