POSITION DESCRIPTION

Administrator, UNSW Online

Position Level  | 5
Faculty/Division | Division of Academic & Student Life
Position Number  | TBC
Original document creation | 3/11/2021

Position Summary

The Administrator plays a key role within the Pro Vice-Chancellor Education & Student Experience portfolio, Innovation pillar, UNSW Online theme in providing effective day-to-day administrative and editorial support to the activities, projects, processes and programs managed by UNSW Online.

This is a dynamic position expected to demonstrate skills and knowledge, independence, and an appetite for the use of digital technologies and platforms in effectively and efficiently supporting and managing the promotional and administrative activities to enable the delivery of projects, programs and initiatives managed by UNSW Online.

The role reports to the Senior Manager, UNSW Online and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Contribute to the general administrative needs of the team and provide support in the processing and implementation of administrative requests related to IT, Finance, and HR business planning while exercising discretion, initiative, and confidentiality and alignment with UNSW policy, procedure, values and behaviours.

- Provide project management support and assistance to the development, delivery and evaluation of courses by scheduling review meetings and collating and distributing weekly updates and reports.

- Coordinate the collation, editing and dissemination of regular weekly communications (reports, updates and reminders) to UNSW Online teaching staff and students.

- Maintain, foster and monitor UNSW Online’s external relationships, including the coordination of system access requests for short-term contractors i.e. Keypath.
• Contribute to the preparation and distribution, including editorial support, of the UNSW Online Newsletter.
• Coordinate and plan meetings and provide secretariat and committee support, including compiling agendas, preparation and updates to presentation slides, and other documents.
• Co-ordinate and assist with the Making Connections webinar by planning, scheduling, and contributing to the promotion and delivery of the event.
• Support relevant projects and business improvement activities to streamline processes and facilitate administrative efficiency ensuring all activities comply with UNSW and faculty/school/division guidelines and processes.
• Act as the first point of contact for the team utilising and monitoring the shared inbox and databases and responding to a broad range of requests and queries, determining and taking appropriate action or triaging as appropriate.
• Maintain appropriate record keeping in accordance with University policies and practices, and develop and maintain filing systems, spreadsheets, databases, and other administrative processes and systems.
• Maintain productive working relationships with the PVCESE Office and portfolio teams, relevant staff in faculties and divisions and other internal and external stakeholders in order to facilitate efficient and effective administrative support.
• 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 & 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. An understanding of the practical application of UNSW administrative processes, systems and practice a distinct advantage.
• Strong written and verbal communication skills, with a high level of attention to detail for deliverables produced.
• Outstanding organisational skills with proven ability to respond to changing priorities, manage multiple tasks, establish priorities and meet competing deadlines by using judgement and initiative.
• Ability to work flexibly, productively, and effectively as part of a team while operating autonomously and demonstrating strong initiative and a proactive approach to driving process improvements.
• Customer service orientation, together with excellent interpersonal and communication skills and ability to build and maintain positive and professional relationships with staff at all levels and internal and external stakeholders.
• Advanced level of computer literacy with excellent skills in Microsoft Office applications and databases e.g. CRM, Dynamics, Word, Visio, PowerPoint, and Excel as well as digital platforms.
• 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.