POSITION DESCRIPTION

Support Administrator

Position Summary
The Support Administrator plays a key role within the Pro Vice-Chancellor Education & Student Experience in providing effective day-to-day administrative support to the portfolio’s activities, programs and projects and supporting the team in the delivery of our services, initiatives, and related events with reference to and interpretation of UNSW policies and procedures.

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 the administrative activities of the portfolio. This role also provides administrative support to the portfolio’s Senior Leadership Team including the provision of calendar management and meeting coordination, the preparation of draft presentations, and responding to enquiries using judgement and initiative.

The role reports to the Senior Administrative Officer and has no direct reports.

Accountabilities
Specific accountabilities for this role include:

- Contribute to the general administrative needs of the office including processing and reconciling financial expenses, purchasing office supplies, coordination of office maintenance, staff onboarding and exits; casual engagement processes, meeting and workshop organisation and ensuring shared office spaces are adequately maintained.

- Coordinate and plan meetings and provide secretariat and committee support, including compiling agendas, presentations, and other documents, preparing minutes and following up on allocated or outstanding meeting tasks.

- Provide support and assistance to the portfolio’s Senior Leadership Team under direction of the Executive Assistant, whilst exercising discretion, initiative, and confidentiality at all times.
• Co-ordinate and assist with travel arrangements for the portfolio’s Senior Leadership Team and facilitate and co-ordinate events, including booking rooms and facilities as required.

• 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.

• Provide advice on the interpretation of UNSW Policies and Procedures and apply to all activities as appropriate.

• Maintain appropriate record keeping in accordance with University policies and practices, 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 executive support and promote a positive profile for the portfolio.

• 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.