POSITION DESCRIPTION

Campus Services Assistant

Position Level 4
Faculty/Division Medicine & Health
Position Number 00067697
Original document creation 09/06/21

Position Summary

The Campus Services Assistant plays a key role within the Rural Clinical School providing ‘front of house’ support for students, staff and visitors through high-quality customer and campus services that ensure the logistical on-campus activities and educational requirements are delivered at a high standard.

The role of Campus Services Assistant reports to the Campus Services Coordinator (CSC) and has no direct reports.

The role will have a close working relationship with the Campus Services Coordinator and Education Support staff and provide assistance exercising initiative, discretion and confidentiality, enhancing the educational experience of our students and staff. The role will promote engagement and build positive relationships with stakeholders, visitors and local communities.

Accountabilities

Specific accountabilities for this role include:

- Provide high-level frontline customer service for staff, students, visitors and remote enquirers, being the first point of contact and attending to enquiries or referring them as may be required.
- Support campus operations including room scheduling and setup, lecture and tutorial needs, curriculum, practical and logistical support for assessments and examinations, training activities, induction and orientation, RHMT reporting requirements and other approved activities.
- Support campus and/or school activities organising tasks through to resolution including building and maintenance issues, deliveries, stationery and supplies, Rural Health Club (RAHMS) and local campus Medical Society student activities, and other general administrative and ad hoc matters, as required.
• Access UNSW systems to coordinate and process a range of tasks including but not limited to campus travel coordination, procurement, payment of accounts, reimbursements and reconciliations, in accordance with the University’s policies and procedures, as required.

• Assist and support the logistical administration of the Rural Entry Scheme (RES) at campus and/or school level including liaising with and supporting applicants and interviewers, room coordination and scheduling, catering and other requirements to ensure the integrity of the RSES interview process.

• Provide assistance to update education support materials, student guides and campus resources and perform a range of other campus and general administrative duties, as required.

• Coordinate meetings, including compiling agendas and other documents, preparing minutes and follow-up on allocated or outstanding meeting tasks and actions, as required.

• 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 level of knowledge and competence gained through another combination of education, training and experience.

• Experience in and commitment to excellent customer service with an ability and willingness to support students, staff, visitors and remote enquirers.

• Proven ability to work in a high-volume, process driven administrative environment with multiple tasks and competing deadlines, whilst maintaining a high level of accuracy and accountability.

• Strong time-management and organisational skills and the ability to work effectively with minimal supervision as well as collaboratively in a team environment.

• Proven initiative and problem-solving skills experience working on confidential and sensitive matters and the ability to exercise discretion and tact when required.

• Well-developed interpersonal skills and the ability to communicate with people at all levels including from diverse backgrounds and cultures, verbally and in writing.

• Proven track record of contributing positively to team dynamics, building professional working relationships and supporting management decisions and strategic direction.

• Sound computer literacy with excellent skills in the Microsoft Office Suite of applications and an ability to learn and gain competence in UNSW systems-based applications in a timely manner.

• Knowledge of health and safety responsibilities and a 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.