



Make
it matter.

POSITION DESCRIPTION

Administrator

Faculty/Division	Science
Classification Level	Professional 5
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	00205362
Shiftwork status	NOT SHIFTERWORKER
Allowances	Click or tap here to enter text.
On call arrangements	Click or tap here to enter text.
Original document creation	14 November 2024

Position Summary

The School of Aviation offers undergraduate and postgraduate programs, including flying training and airborne research. The Flying Operations Unit, located at Bankstown Airport, delivers flying training and supporting theory as required by the Civil Aviation Safety Authority and facilitates airborne research activities.

The **Administrator** provides administrative support to the flying operations team within the Flying Operations Unit, School of Aviation. The position is responsible for a range of administrative duties as well as specific projects as required by the School of Aviation. The role requires the development of strong relationships with all staff within the School of Aviation to ensure effective delivery of day-to-day tasks.

The role of Administrator reports to the Head of Operations and has nil direct reports.

Accountabilities

Specific accountabilities for this role include:

- Act as the first point of contact for internal and external stakeholders, maintaining effective channels of communication, analysing requests and correspondence to prioritise as well as urgent and often sensitive matters.
- Respond to a range of in-person, telephone and email enquiries from internal and external stakeholders, and initiate, action or escalate as necessary in line with the School's policies and procedures.

- Manage staff and student uniform and safety equipment, procurement, stock control, fitting and issue.
- Assist with staff induction and train and develop new starters as and when required.
- Manage building upkeep and maintenance and any other relevant tasks to ensure smooth office operation
- Arrange, support, and promote meetings and events to support the School of Aviation's activities.
- Provide executive assistance to the Director and Head of Operations, including but not limited to CASA documents amendment service, filing/archiving of federally mandated flight dockets and training records.
- Record keeping of flight and duty time in the electronic system and logging of monthly aircraft hire hours and generate reports.
- Manage student accounts and enquiries by providing prospective students with advice surrounding all aspects of their enrolment with UNSW, including but not limited to course content, fees and procedures.
- Transact finance processes including accounts receivable, accounts payable, and associated functions.
- Manage student administration, including alcohol and other drug tests under direction of Drug & Alcohol Management Plan (DAMP) supervisor.
- Attend WHS consultation committee meetings and perform tasks associated with being an elected WHS committee member.
- Align with and actively demonstrate the [Code of Conduct and Values](#)
- Cooperate with all health & safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical 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.
- Highly proficient computer literacy with excellent skills in Microsoft Office applications.
- Ability to make sound judgements and work both independently and as part of a team.
- Demonstrated experience supporting and contributing to projects and initiatives.
- Advanced numeracy skills.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) 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.