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## POSITION DESCRIPTION

# ADMINISTRATOR, GRADUATIONS & PRIZES

Position Level	5
Faculty/Division	DVCESE
Position Number	00087545
Original document creation	November 2024

### Position Summary

The Administrator, Graduations & Prizes provides effective day-to-day administrative support within the Student Lifecycle team to ensure all services are provided efficiently to meet the operating needs of the Registrar & Student Services Unit (RASS) within the Division of the Deputy Vice-Chancellor Education & Student Experience (DESE). Working as part of the Student Lifecycle team, this position is responsible for undertaking a range of high quality, customer focused, business processes and communications. The Administrator will primarily focus jointly on the central management of graduations, prizes and student records. The Administrator, Graduations & Prizes reports to the Manager, Graduations & Prizes and has no direct reports.

### Accountabilities

Specific accountabilities for this role include:

- Be the first point of contact for student enquiries relating to Graduation and University Prizes along with other internal and external stakeholders, maintaining effective channels of communication, analysing requests and correspondence to prioritise urgent and often sensitive matters; escalate as needed.
- Assist with the preparation and execution of conferral of awards; and UNSW graduation ceremony events, both on and off campus
- Assist with the accurate production of all graduation documentation.
- Provide high level administrative support to the Graduations & Prizes team and other teams within Student Lifecycle.

- Provide effective specialist advice relating to administrative guidelines, processes, policy and activities.
- Develop and maintain detailed filing systems, spreadsheets, databases, websites and other administrative systems as required.
- Participate in relevant projects and business improvement activities to streamline processes and facilitate administrative efficiency.
- Manage work to ensure a cooperative and effective working environment that contributes to positive internal and external working relationships.
- 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

- A relevant Tertiary qualification/degree with relevant experience or an equivalent level of knowledge gained through other education, training and/or experience.
- Demonstrated experience in an administrative and/or service environment.
- Proven ability to exercise initiative, think creatively and adopt an active approach to problem-solving.
- Proven ability to work accurately and with attention to detail in a high volume, process driven administrative environment with variable workflow patterns, and to fixed and often competing deadlines; requiring sound organisational skills.
- Demonstrated experience in interpreting and applying policy and procedures.
- Excellent skills in the use of standard office desktop software such as email, word processing, spreadsheets, and internet applications for researching and preparing reports, statistics and other documents.
- Excellent customer service skills, interpersonal, written and verbal communication skills with a demonstrated ability to liaise with a diverse group of stakeholders.
- 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.