



Make
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POSITION DESCRIPTION

Administrator

Faculty/Division	Business
Classification Level	Professional 5
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	00193323
Shiftwork status	NOT SHIFTWORKER
Allowances	N/A
On call arrangements	N/A
Original document creation	22 February 2024

Position Summary

An **Administrator** provides effective day-to-day administrative support within School of Management & Governance to ensure all services are provided efficiently to meet the operating needs of UNSW Business School.

The role reports to the School Manager.

Accountabilities

Specific accountabilities for this role include:

- Provide high level administrative support to the <Department/School name> and other nominated teams across the UNSW Business School.
- 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.
- Provide effective specialist advice relating to administrative guidelines, processes and activities.
- Develop and maintain detailed filing systems, spreadsheets, databases, websites and other administrative systems.

- Draft agendas, minutes, correspondence, briefing notes, and guidelines for specific committees and meetings as required.
- Respond to a range of in-person, telephone and email enquiries from internal and external stakeholders, and initiate, action or escalate as necessary.
- Review and monitor finance administration requests, including but not limited to, purchasing, travel, credit card reconciliation, expense reimbursements, payment requests and billing processes.
- Arrange, support and promote meetings and events for internal and external stakeholders.
- Undertake induction and new starter process for new staff and visitors including access to systems and building and site orientation.
- Participate in relevant projects and business improvement activities to streamline processes and facilitate administrative efficiency
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#)
- 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.