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## POSITION DESCRIPTION

# Team Leader, General Administration

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Faculty/Division	Engineering
Classification Level	Professional 7
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	00048490
Shiftwork status	NOT SHIFTWORKER
Allowances	N/A
On call arrangements	N/A
Original document creation	25 September 2024

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### Position Summary

The **Team Leader, General Administration (Level 7)** is responsible for leading and managing administrative services and the general administration team within the Faculty of Engineering's eight Schools.

The role reports to the Deputy Faculty Executive Director with a dotted reporting line to the School Managers.

### Accountabilities

Specific accountabilities for this role include:

- Manage and coordinate a broad range of administration practices and reporting systems in the Faculty of Engineering.
- Lead and set priorities while maintaining oversight of workflows within the General Administrative Team as required, and providing guidance and training to the administrators and other relevant staff.
- Support the General Administration Team to coordinate administration across the Faculty of Engineering, delivering an efficient support service.

- Plan, develop, and maintain administrative and infrastructure procedures and processes to ensure a consistent approach across all Schools.
- Provide expert advice on University guidelines to ensure compliance with relevant policies and procedures.
- Embed the implementation of University policies, guidelines and procedures, and play a lead role in their application to ensure the effective operation of the Faculty.
- Provide expert advice and technical knowledge regarding administrative services to key stakeholders.
- Review and monitor finance administration requests, including but not limited to, purchasing, travel, credit card reconciliation, expense reimbursements, payment requests and billing processes.
- Support the School Managers to set priorities while overseeing the General Administrative Team as required, providing guidance and training to the administrators and other relevant staff.
- Provide School Manager leave coverage, ensuring continuity of operations and effective management.
- Act as the primary contact for key internal and external stakeholders, maintaining effective channels of communication, analysing requests and correspondence to prioritise priorities as well as urgent and often sensitive matters.
- Manage and support the delivery of Faculty projects, initiatives and other ad hoc programs as required.
- Align with and actively demonstrate the [Code of Conduct and Values](#)
- Cooperate with all university health and safety policies and procedures and take all reasonable care to ensure that your actions or omissions do not impact 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.
- Excellent time management and organisational skills, and the ability to work well under pressure and manage multiple tasks with competing deadlines.
- Demonstrated ability to supervise, influence and guide staff.
- Highly advanced interpersonal, written and oral 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.
- Demonstrated project management experience with demonstrated ability to act with a high level of independence, initiative, problem solving, analysis, and judgment, providing accurate and appropriate outcomes.
- Excellent numeracy skills with the ability to understand and communicate financial information and monitor budgets.
- 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.