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POSITION DESCRIPTION

IT Admin Team Leader

Faculty/Division	Division of Operations
Classification Level	Professional 7
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	ADMIN ONLY
Shiftwork status	NOT SHIFTWORKER
Allowances	N/A
On call arrangements	N/A
Original document creation	28 June 2024

Position Summary

A **Senior Administrative Officer** is responsible for leading and managing administrative services across UNSW IT and reports to the Deputy CIO – Planning and Governance.

Accountabilities

Specific accountabilities for this role include:

- Lead the administration team to coordinate general administration across UNSW IT delivering an efficient support service.
- Manage and direct workflows within the administrative team, providing guidance and training to the administrators and other relevant staff.
- Develop, implement and maintain systems and procedures to ensure a consistent approach for general administration and support, including document and records management, to ensure compliance with relevant policies and procedures.
- Manage resources in line with business plans; monitor and review staff performance.
- Provide expert advice and technical knowledge regarding administrative services to key stakeholders.

- Oversee finance activities for administration team, including but not limited to, purchasing administrative items, travel booking credit card reconciliation, expense reimbursements, payment for administrative items.
- Provide senior administrative support to steering committees and other meetings as required.
- Manage and support the delivery of projects, initiatives and other ad hoc programs as required.
- Manage, support and coach the IT Administration team, ensuring the CIO and Director needs are met.
- Develop and oversee the implementation and evaluation of administrative practices, systems and procedures to optimise efficiency and support the achievement of quality outcome.
- Align with and actively demonstrate the [Code of Conduct and Values](#).
- 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 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.
- Ability to plan, organise and co-ordinate projects and tasks.
- 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.

Pre-employment checks required for this position

- Verification of qualifications

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.