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POSITION DESCRIPTION

Team Administrator

Faculty/Division	UNSW Canberra (ADFA)
Classification Level	Professional 4/5 broadband
Hours & Span (Category)	O - UNSW Canberra all staff
Position number	187832
Shiftwork status	NOT SHIFTWORKER
Allowances	NA
On call arrangements	NA
Original document creation	15 August 2024

Position Summary

Working in a fast-paced and dynamic environment, the Team Administrator supports a significant Government Contract, and when required providing support across a number of other portfolios including UNSW Canberra City, Professional Education, Launch, Student Services and Facilities.

Under the direction of both the Manager and the Coordinator, Language Services, the Team Administrator will provide governance support, administrative assistance, and general office maintenance.

The Team Administrator reports to the Coordinator, Language Services. There is a requirement to work at a secure Government office, so the ability to gain a security clearance is required.

This is a forward-facing role, with a face-to-face presence required.

Accountabilities

Specific accountabilities for this role include:

At Level 4

- Attend rostered business hours shifts at an off-site secure government office in Barton and may be required to obtain a security clearance.
- Perform a range of general administrative duties, as required.
- Monitor a shared Outlook mailbox.
- Respond to enquiries from internal and external stakeholders (in-person, telephone and written), initiate appropriate action and refer as appropriate.
- Schedule and monitor examinations.

- Monitor and order office supplies as required.
- Contribute to the maintenance of systems, processes, procedures and initiatives within the team.
- Arrange meetings, functions, travel, accommodation, catering and venue bookings.
- Prepare correspondence, meeting agenda, take meeting notes and draft other documents as required.
- Maintain the office space and arrange repairs and maintenance of equipment and facilities and run updates on non-assigned computers.
- 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.
- Align with and actively demonstrate the [Code of Conduct and Values](#).

At Level 5

In addition to level 4 above:

- Respond to complex enquiries using judgment and initiative whilst demonstrating an understanding of and applying University policy and procedures when decision making.
- Develop and maintain filing systems, spreadsheets, databases, websites and other administrative systems as required.
- Coordinate and undertake a range of administrative functions that may include personnel, financial, accommodation, and events-related activities.

Skills and Experience

At Level 4

- Education Requirements
 - Completion of an Associate diploma level qualification with relevant work experience (including experience gained in parallel with undertaking part-time study) or a certificate level qualification with post-certificate relevant work experience, OR
 - Completion of a post-trade certificate and subsequent relevant experience, OR,
 - Completion of a trade certificate and subsequent relevant experience leading to the development of areas of specialisation through a depth of skills, or to the application of skills normally associated with a number of separate trades, or to the application of administrative and supervisory roles in conjunction with trade skills, OR
 - An equivalent level of knowledge gained through any other combination of education, training and/or experience.
- Demonstrated ability to communicate effectively (both written and verbally), and interact successfully and respectfully with people from differing backgrounds both on technical and non-technical levels.
- Demonstrated ability to work both independently and effectively within and across teams to build relationships with colleagues, and internal and external stakeholders to deliver on outcomes within prescribed deadlines.
- Ability to produce accurate, timely and well-presented information that meets requirements.
- Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email.
- Ability to learn and contribute to the development and implementation of new systems and procedures.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

At Level 5

In addition to level 4 above:

- Education Requirements
 - Completion of a degree without subsequent relevant work experience as a graduate upon appointment, OR
 - Completion of an associate diploma with a range of experience including at least 2 years subsequent relevant work experience, OR
 - Completion of a certificate or a post-trades certificate and extensive subsequent relevant experience, OR
 - An equivalent level of knowledge gained through any other combination of education, training and/or experience.
- Demonstrated high level communication ability, including the ability to interact effectively and respectfully with internal and external stakeholders from differing backgrounds, both on technical and non-technical levels at varying levels of authority.
- Demonstrated ability to establish priorities and manage moderately complex tasks with strong attention to detail and a high level of accuracy.
- Highly developed organisational skills and proven ability to work within strict deadlines in a busy and varied office environment.
- Demonstrated ability to contribute to, initiate, establish and implement new procedures and systems both independently and as a part of a team, escalating issues when necessary.

Progression criteria

Progression to a higher level within a broad banded position is not automatic and requires support of the supervisor and approval by Senior Management.

The following is required before progression can be approved:

- The incumbent will be expected to have reached the top step of Level 4 for 12 months prior to progression to Level 5; and
- Criteria for progression to Level 5 will be based on satisfactory performance of all responsibilities and behaviours at Level 4, and a demonstrated capacity and ability to take on the responsibilities and the behaviours of the position at Level 5; and
- Work at Level 5 is available and required by the work unit on an ongoing basis.

Pre-employment checks required for this position

- Verification of qualifications
- Criminal History Check
- Identification Check
- Australian Work Rights Check

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.