



POSITION DESCRIPTION

Team Leader

May 2023

UNIVERSITY of 
TASMANIA

Position Summary

College / Division	College of Arts, Law and Education
School / Section	College Office
Location	Hobart, Launceston, Sandy Bay
Classification	<u>HEO Level 6</u>
Reports to	Business Partner
Direct reports	Administration Officers; Senior Administration Officers and Advisors
Delegation level	<u>Profile D</u>

The Opportunity

The Team Leader leads the provision of frontline service, in a regional, networked and customer focused team, in a fast paced, high-volume environment, which delivers critical, day-to-day service-related activities for the University.

As a member of the College Operations group, the Team Leader will engage and lead a team to provide seamless administrative and customer service delivery, particularly focused on contributing efficient, lean and responsive processes to support the day-to-day operations of the College of Arts, Law and Education (CALE).

You will need to be a team player, who places customers at the forefront of everything you do. Strong organisation skills will assist you to work on multiple tasks at any one time. Taking initiative and effective prioritising is key to how you operate and will be second nature to you. Communicating with stakeholders by phone, online and in person will complement your work across multiple systems, including our service management system. You will be an expert at pulling people and resources together to respond to complex requests and enhance business systems and procedures. You will have experience in coaching and supporting the development and growth of team members.

About the University of Tasmania

In 1890, our university was founded with an important purpose: providing our island with the academic excellence to thrive. Today, we continue to make our home a better place. And working together, we do extraordinary things that have global outcomes.

From early on, our role has been to help people flourish and thrive. Isolation and a small population require us to work harder. The stories of our island are told by those needing to solve unique problems in unique ways. Here, success takes a quiet determination and adaptability. In turn, this makes us broader, more rounded, multi-skilled thinkers and creative problem solvers, and it sees our institution generative powerful ideas for and from Tasmania.

Because of our unique setting and challenges we go beyond creating places of learning. We strive to stimulate economic growth, lift literacy, improve health outcomes for Tasmania and nurture our

environment as it nurtures us.

We welcome enquiring minds, from near and far, to join us in our pursuit of the extraordinary.

The College of Arts, Law and Education has a mission to develop the next generation of thinkers and professionals in more than 50 degrees, including in education, social work, law, media, the humanities and social sciences, fine art and music. We strive to contribute a highly skilled and integrated workforce to Tasmania and beyond. Our research seeks a deep engagement with our place and a global impact, with a focus on local communities and working in partnership with government and industry. CALE's 12,000 students are located across three Tasmanian campuses, and online across Australia, and our teaching is delivered both face-to-face and online to diverse student cohorts

Accountabilities and outcomes

Purpose

The Team Leader will have, or quickly acquire, an in-depth knowledge and understanding of the College of Arts, Law and Education, and lead activities through the provision of excellent service delivery of administrative support across communications, finance, travel, purchasing, people, research, WHS, events, and academic tasks. The Team Leader will manage resources to ensure seamless service delivery and continuously review standard operating procedures to increase overall efficiency and effectiveness in service delivery. The Team Leader will work closely with the Business Partner to ensure service delivery meets the needs of the College and support the development and growth of the team.

Key Result Areas

- Supervise and allocate duties to members of the Team, including coaching and support in the development and growth of team members.
- Actively contribute to and lead a superior service culture enhancing the contribution to customers. Action feedback on service levels and identify continuous improvement opportunities to enhance service delivery.
- Support the service requirements of the College in a consistent manner by developing and implementing Standard Operating Procedures.
- Contribute to enhancing business systems, policies and procedures of the College, their academic units and the wider University by actively participating as a champion in the review, development and implementation of these initiatives.
- Perform tasks/assignments which require proficiency in the work area's rules, regulations processes and techniques, and how they interact with other related functions.
- Undertake other duties as assigned by the supervisor.
- Occasional travel between campuses, or work in different buildings, may be required of the role holder.

Behavioural Expectations

We aim to everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

Success profile

Personal Attributes

- **Investigative:** Readily takes up opportunities to learn and acquire new skills and is able to identify issues and make intuitive judgements.
- **Rapport Building:** Enjoys interacting with other people and effectively establishes rapport by putting others at ease. Effectively promotes achievement and recognition.
- **Leadership:** Assumes responsibility to make decisions and effectively leads, motivates and inspires people to take action.
- **Driven:** Takes action and uses initiative to seize opportunities and pursue outstanding results, even when presented with difficulties or setbacks.
- **Resilience:** Able to stay calm under pressure. Adept at calming others and resolving conflict in stressful situations.

Core Capabilities

- **Strategy into Action:** Able to set, operationalise and activate strategy into specific actions, timelines and responsibilities to enable the University to deliver on key strategic goals.
- **Fostering Belonging:** Fosters a sense of belonging and wellbeing, enables others to feel valued and function to their full ability and role models respectful, inclusive and professional behaviours.
- **Innovation Management:** Effectively facilitates idea generation within and across teams. Brings cohorts of people together to incubate ideas from concept to design to implementation. Fosters and enables safe spaces for creative thinking and contribution.
- **Well Managed Delivery and Performance:** Effectively deploys management systems including planning, operational controls, ongoing performance management and reviews, progress and impact measurement and retrospective operational and outcome reviews.
- **Growth Mindset:** Adopts a growth mindset and consistently seeks feedback, makes others comfortable with taking risks and experimenting to improve over time.

Role Specific Skills, Knowledge and Experience

- Demonstrated ability to lead and oversee the work of others and to work collaboratively and harmoniously in a team environment, coordinating team planning and shared tasks with confidence and sensitivity towards others, while maintaining a high attention to detail.
- Proven ability to coach for career development, expectation setting and resetting, and performance improvement.
- Demonstrated capacity to manage processes and achieve outcomes, including the ability to exercise judgment on prioritising workloads, work methods and task sequence to meet deadlines.
- Excellent interpersonal skills that enhance an ability to communicate effectively with a broad range of people, with the proven capacity and confidence to build relationships and effectively liaise with and influence a diverse range of stakeholders, including the ability to resolve conflict.
- Well-developed verbal and written communication skills, and a demonstrated ability to maintain confidentiality, using discretion and sound judgement.
- A high level of computer literacy, including competence in Microsoft Excel and Microsoft Word, and experience with other database operations.

Qualifications and Licences

- Completion of a Degree level qualification, or an equivalent combination of relevant experience and/or education/training.

Other Requirements

To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa that enables you to fulfil the requirements of this role.

COVID-19

The University of Tasmania recognises that this is critical for the workforce at the University to protect the safety of our workforce and vulnerable Tasmanians. Applicants for this role must be prepared to provide evidence of Covid-19 vaccination as a condition of employment.



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The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position