POSITION DESCRIPTION

Front of House Administration Assistant IMAS

June 2023

UNIVERSITY of TASMANIA
Position Summary

College / Division  College of Science and Engineering
School / Section  College Office
Location  Hobart, IMAS
Classification  HEO Level 3
Reports to  Team Leader
Direct reports  Nil
Delegation level  Profile D

The Opportunity

The Institute of Marine and Antarctic Studies (IMAS) Front of House Administration Assistant provides an essential point of frontline service in a networked and customer focused team, in a fast paced, high-volume environment, delivering critical, day-to-day service-related activities for the University. The customer is at the forefront of everything you do.

As a member of the College Services group, this role provides seamless administrative and customer service delivery, particularly focused on providing an exemplary welcome to students, staff and guests of IMAS, and contributing efficient, lean and responsive processes to support the day-to-day operations of the College of Science and Engineering (CoSE).

Strong organisational 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.

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.

The Institute for Marine and Antarctic Studies (IMAS) is a world-class centre of excellence for research and education at the University of Tasmania.
Our research is innovative, relevant, and globally distinctive. Our education delivers first-class programs resulting in highly trained scientists and researchers serving the needs of academic institutions, industry, government and the community.

IMAS has three core research programs in Fisheries and Aquaculture, Ecology and Biodiversity, and Oceans and Cryosphere. These are linked by the cross-disciplinary themes of Climate change, Ocean-Earth systems and Oceans and Antarctic governance.

**Accountabilities and outcomes**

**Purpose**

This role will understand and support the activities of IMAS through excellent service delivery of front-line customer service and administration. This role provides support across a broad range or activities including, facilities management, internal communications, finance, travel, purchasing, research, WHS, events, and academic tasks.

**Key Result Areas**

- Manage the front of house operations, including reception support for visitors, staff and students. Maintain security protocols and handle incoming and outgoing mail. Provide excellent customer service via multiple channels, such as, in person, by phone, email or through university systems.
- Deliver services to support the administrative requirements of IMAS such as local event support, scheduling and coordinating appointments, room and travel bookings, along with basic finance tasks.
- Ability to understand and adhere to University, College and IMAS policies and guidelines.
- Perform administrative tasks/assignments, which require attention to detail and proficiency, within the work area's documented processes and procedures.
- Maintain effective communication with internal stakeholders, including notifying IMAS employees of visitor arrivals and scheduling changes. Collaborate with colleagues to ensure a seamless flow of operations. Build and maintain positive relationships with visitors, staff, and vendors, fostering a professional and collaborative environment.
- Apply a Lean methodology to your work, identifying and implementing continuous improvement and actively engaging in training, development and networking opportunities relevant to your role.
- In all aspects of your work, deliver the highest standards of customer experience, with an understanding of the complexity and diversity of the research and higher education work environment.
- Undertake other general administrative duties consistent with this role description 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 for 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

• **Structured**: Works methodically to organise and plan tasks, upholds standards and able to multi-task and work quickly to produce outcomes.
• **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.
• **Detail Oriented**: Produces high quality work through attention to detail, checking for errors and following procedures to finish tasks within specified timeframes.
• **Supportive**: Understands others through listening and empathy, works well in a team and actively involves others by valuing individual's unique perspectives.

Core Capabilities

• **Self Awareness and Interpersonal Skills**: Recognises and regulates emotions and behaviour in the work context and effectively builds relationships with others to create a collaborative and empowering environment that enables people to achieve and thrive.
• **Holistic Decision Making**: Able to form sound judgements based on all available information, considering the potential impacts of decisions from a broad range of perspectives before taking definitive action.
• **Continuous Improvement**: Continuously finds ways to improve and simplify processes, systems and practices to deliver improved outcomes for our students, staff and community by utilising practices such as Lean, Agile and Design Thinking.

Role Specific Skills, Knowledge and Experience

• Demonstrated experience in a front-line reception role.
• Demonstrated ability to perform administrative tasks with a high degree of accuracy, and to prioritise workloads to meet deadlines.
• Excellent interpersonal skills that enhance an ability to communicate effectively with a broad range of people.
• Demonstrated commitment to maintaining confidentiality, using discretion and sound judgement.
• Demonstrated ability to work collaboratively and harmoniously in a team environment, contributing to team planning and shared tasks with confidence and sensitivity towards others.
• A high level of computer literacy, including competence in the Microsoft 365 suite, and experience with other database operations.
Qualifications and Licences

- Completion of a Certificate III, or an equivalent combination of relevant experience and/or education/training.
- Current First Aid certificate or willingness to obtain.
- Fire warden training or willingness to obtain.

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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utas.edu.au

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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.