

Coordinator, Capability

College/Division	College of Sciences and Engineering
School/Section	College Services
Location	Launceston
Classification	HE07
Reporting line	Manager, Administrative Services

Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social, and cultural future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a people-centered University that is values-based, relational, diverse, and development-focused.

As an experienced team leader, you will enable your team to provide high-quality administrative and front-of-house reception support services to Academic Units. This opportunity will see you lead a large and diverse team of administration professionals working across multiple sites and geographical locations.

In addition to the day-to-day operational leadership of your team, you will also take a lead in enhancing team member knowledge and capability across the function. Working closely with the Manager, Administrative Services, other leadership positions and Academic Units you will analyse current and future capability needs, identify skills gaps and design/source appropriate development and / or training solutions that lead to better customer service outcomes.

We are an inclusive workplace committed to ‘working from the strength that diversity brings’ reflected in our Statement of Values. We are dedicated to attracting, retaining, and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age, and life course bring. Applications are encouraged from all sectors of the community. Tell us how we can make this job work for you.

What You'll Do

- Provide leadership to administrative team with a focus on:
 - Enabling a high quality and people-centric service experience
 - Reviewing and optimising administrative systems, processes, and activities to ensure a high-quality service provision and staff experience.
 - Effectively managing systems and process escalations to deliver solutions focused and responsive customer service.
- Complete quality assurance checks of our service offering to ensure training and team capability continue to meet service expectations and operational changes.
- Proactively develop and maintain strong and supportive relationships with key stakeholders by fully understanding their needs and developing/maintaining a service offering that adds value.
- Provide day to day operational management to your team, including management and oversight of tasks, performance, onboarding and training for individuals and team as a whole.
- Undertake other duties as required.

Other position requirements

- Regular intrastate travel required.



What We're Looking For (success criteria)

- Appropriate tertiary qualifications or a proven track record in managing effective teams and enabling a people-centric, customer focused and continuous improvement environment.
- Demonstrated commitment to customer service excellence and ability to identify opportunities to enable the continuous improvement of systems, processes, and procedures.
- Experience in identifying and implementing training and development opportunities and setting appropriate goals to support team members and enable an exemplary service offering.
- High level analytical, problem solving and decision-making skills and proven experience in resolving complex matters and negotiating successful outcomes.
- Superior stakeholder management skills with the ability to instill trust and build and maintain strong and effective relationships.
- Excellent organisational skills and a demonstrated capacity to work autonomously within established guidelines, using discretion and sound judgement.
- Strong level of resilience and adaptability with a positive can-do attitude.

University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social, and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students, and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

More information:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/careers/our-people-values-and-behaviours>