

Administration Officer

College/Division	Division of the Chief Operating Officer
School/Section	College Services - University Services
Location	Hobart/Launceston
Classification	HEO4
Reporting line	Reports to Team Leader, College 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-centred University that is values-based, relational, diverse, and development-focused.

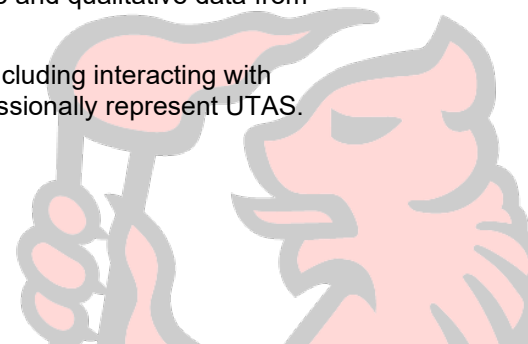
We are seeking to appoint an Administration Officer within College Services, part of the University Services Portfolio within the [Division of the Chief Operating Officer](#). Incorporating the units of Shared Services and College Services, the operations of University Services brings together our frontline service teams into a regional, networked and customer focused team of skilled professionals delivering critical, day-to-day service-related activities for the University.

As a member of College Services, the Administration Officer provides seamless administrative and customer service delivery, particularly focused on contributing efficient, lean and responsive processes to support the day-to-day operations of the Colleges.

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

- Maintain an understanding of current policies and procedures, and provide proactive, accurate, and solutions focussed advice and enquiry management relevant to the College(s) and in support of University Services strategy.
- Support the service requirements of the Colleges in a consistent manner by contributing to the development and implementation of Standard Operating Procedures and proficient use of approved University systems (e.g., ServiceNow).
- Actively contribute to a superior service culture enhancing the awareness and contribution of the University Services team to customers. Facilitate feedback on service levels and identify opportunities to improve service delivery; develop specialist expertise to lead key processes or initiatives within your role.
- Deliver responsive and customer focused service, utilising quantitative and qualitative data from approved University systems/surveys/reporting.
- Provide support to internal communications and events as directed, including interacting with students, their supporters and members of the general public to professionally represent UTAS.



- 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.
- Provide direction and supervise and/or coordinate staff or students engaged to undertake specific tasks.
- Undertake other duties as assigned by the supervisor and consistent with this role description.

Occasional travel between campuses, or work in different buildings, may be required of the role holder.

What We're Looking For (success criteria)

- Completion of a Certificate IV/Diploma level qualification, or an equivalent combination of relevant experience and/or education/training
- Demonstrated commitment to customer service excellence and proactively contribute to the continuous improvement of systems, processes and procedures.
- 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
- Proven ability to work in a collaborative team environment and demonstrated capacity to act independently within established guidelines, exercising discretion and sound judgement.
- A high level of computer literacy, including competence in the Microsoft 365 suite, and experience with other database operations

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>

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 above may be altered in accordance with the changing requirements of the position.

