



## POSITION DESCRIPTION

Vice-Chancellor's Office  
Chancellery

### Administrative Officer (Information)

POSITION NO	0033881
CLASSIFICATION	PCS 5
SALARY	\$66,562 - \$76,454 per annum
SUPERANNUATION	Employer contribution of 17%
EMPLOYMENT TYPE	Full-time (continuing) position available
OTHER BENEFITS	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
CURRENT OCCUPANT	Vacant
HOW TO APPLY	Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Siobhan Bolte Tel +61 3 9035 9762 Email <a href="mailto:sbolte@unimelb.edu.au">sbolte@unimelb.edu.au</a>  <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our websites:

[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)  
[joining.unimelb.edu.au](http://joining.unimelb.edu.au)

## ***Position Summary***

As a member of the Correspondence Team, the Administrative Officer (Information) is responsible for contributing to the efficient flow of all correspondence to and from the Vice-Chancellor by providing administrative support in a concise, accurate and timely manner. The Administrative Officer (Information) works with the Correspondence Team to secure outcomes for active matters delegated to members of the Senior Executive and their support staff, and ensures compliance with the University's information management policies through accurate use of the document management system.

The Administrative Officer (Information) is required to display a high level of professionalism, regularly interacting with the internal and external community as well as dealing with confidential and sensitive issues and documentation.

The position reports to the Manager, Correspondence, and covers the Manager's role during periods of leave. The incumbent will need to develop significant organisational knowledge to anticipate lines of referral, authority and expertise in support of the Vice-Chancellor.

## ***1. Selection Criteria***

### **1.1 ESSENTIAL**

- ▶ The appointee will have completed a relevant tertiary qualification with subsequent experience or an equivalent combination of relevant experience and/or education/training
- ▶ Excellent oral and written communication skills with the proven ability to draft correspondence and prepare high quality documentation, and the capacity and confidence to deal with a diverse range of clients at all levels in the public and private sector, and within the University
- ▶ Well-developed professional administrative and organisational skills including the ability to co-ordinate workflows, determine priorities, meet deadlines and effectively balance competing demands within a high pressure environment
- ▶ Strong organisational skills with demonstrated ability to prioritise a range of tasks, manage time effectively and schedule work to meet deadlines
- ▶ Demonstrated capacity to work as part of a team
- ▶ Demonstrated flexibility, enthusiasm and high level of self-motivation and initiative
- ▶ Demonstrated capacity to exercise sound judgment, initiative, diplomacy, tact and discretion and proven ability to handle sensitive information in a confidential and appropriate manner
- ▶ High level computer skills with advanced competency in the use of Microsoft Office applications including Word, Excel and Outlook as well as familiarity with database programs

### **1.2 DESIRABLE**

- ▶ Previous administrative experience in a tertiary education environment
- ▶ Demonstrated understanding of University administrative and decision-making structures
- ▶ Experience in the use of HP Records Manager document management system

## ***2. Key Responsibilities***

- ▶ Managing the flow of correspondence throughout the Office of the Vice-Chancellor
- ▶ Following correspondence through to resolution with authority
- ▶ Preparing first drafts of correspondence and documents with a high degree of accuracy and professional presentation
- ▶ Ensuring timely and accurate classification and processing of incoming hard copy mail including entering in HPRM (document management system)
- ▶ Processing and correlating outgoing correspondence, with active issues requiring continuing management
- ▶ Managing email in a timely manner, screening incoming material and redirecting where appropriate
- ▶ Monitor and bring to the attention of the Manager, Correspondence, and Executive Officer to the Vice-Chancellor any matters which require urgent follow up or attention
- ▶ Contribute to the preparation of correspondence by undertaking research and acquiring information as required
- ▶ Exercising significant judgement and diplomacy in pursuing outcomes for outstanding matters with members of the University's Senior Executive and their support staff
- ▶ Maintaining a watching brief on active matters to ensure sound and timely decision-making by University officers and bringing any concerns to the attention of team members for consideration
- ▶ Providing accurate and timely advice, information, service or referral in response to internal and external enquiries
- ▶ Maintaining effective relationships between the Office of the Vice-Chancellor and key stakeholders including departments of the University, Government bodies, private enterprise and the public.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.

## ***3. Job Complexity, Skills, Knowledge***

### **3.1 LEVEL OF SUPERVISION / INDEPENDENCE**

General direction is provided by the Manager, Correspondence. The Administrative Officer (Information) will liaise with senior executives to ensure outcomes are secured within set timelines. Initiative is required to determine the appropriate methods to ensure processes are undertaken promptly and efficiently, and priorities identified. The ability to follow tasks through to completion is essential as is the ability to work both individually and collaboratively as a member of the Correspondence Team.

The incumbent must be able to meet deadlines and have the ability to identify relevant documentation, assess the importance of documentation and ensure appropriate action/referral of any matters within the scope of this role.

### **3.2 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

The Administrative Officer (Information) requires an in-depth knowledge of University policies and procedures, the University environment and structure. The incumbent must

also be able to adjust to new technology and the implementation of new systems, as tools for record, information and customer relationship management continue to evolve. The Administrative Officer (Information) requires a sound level of professional skill and a good understanding of modern office technologies and practices, with an active interest in process redesign and a commitment to continuous improvement.

### 3.3 RESOURCE MANAGEMENT

The incumbent is responsible for efficient time management and effective use of work resources without compromising on quality.

### 3.4 BREADTH OF THE POSITION

The position is responsible for a broad range of administrative tasks that will necessitate interactions with a wide range of staff throughout the University and other external organisations. The Administrative Officer (Information) must handle sensitive information in a confidential and appropriate manner, is responsible for a range of administrative activities in a busy office and for the maintenance of effective relationships both internal and external to the University.

The University's mission and standing in the community is a dominant concern within the Office of the Vice-Chancellor. The ability to communicate well at all levels, with tact and discretion at all times, is essential to the position, as is an apprehension of the University's contribution to the health of the society that provides its context.

## 4. Other Information

### 4.1 VICE-CHANCELLOR'S OFFICE

The office is led by the Chief-of-Staff and Director, Chancellery, who reports to the Vice-Chancellor. The office supports the Vice-Chancellor to exercise his or her day-to-day University management responsibilities as well as his or her public and thought leadership.

### 4.2 CHANCELLERY

The Chancellery is led by the Vice-Chancellor and has a University-wide focus on:

- delivering strategic leadership
- allocating capital according to strategic priorities
- developing and overseeing a business framework that includes appropriate financial and other organisational planning and controls
- ensuring identity or brand is consistent with strategic intent and purpose, and
- overseeing policies and initiatives that develop the academic and professional expertise of University staff members.

### 4.3 THE UNIVERSITY OF MELBOURNE

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. With outstanding performance in international rankings,

Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked among the world's top universities. Further information about our reputation and global ranking is available at <http://futurestudents.unimelb.edu.au/explore/why-choose-melbourne/reputation-rankings>.

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide range of knowledge-based industries.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

#### 4.4 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

- ▶ Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. <http://about.unimelb.edu.au/strategy-and-leadership>
- ▶ The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.
- ▶ The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs. <http://research.unimelb.edu.au/our-research/research-at-melbourne>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.

Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and

on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

#### 4.5 EQUITY AND DIVERSITY

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

#### 4.6 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <http://www.unimelb.edu.au/unisec/governance.html>.

### 5. *Occupational Health and Safety (OHS)*

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/topics/responsibilities/>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.