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| **Position Description** |

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| **Administration Assistant** | |
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| **Position No:** | 50141609 |
| **College:** | College of Science, Health and Engineering |
| **School:** | School of Allied Health |
| **Campus/Location:** | Melbourne (Bundoora) |
| **Classification:** | Higher Education Officer Level 4 (HEO4) |
| **Employment Type:** | Continuing, Part Time (43%) |
| **Position Supervisor:**  **Number:** | Administration Coordinator  50035051 |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits> |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

**For enquiries only contact:**

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| **Position Description** |

**Administration Assistant**

**Position Context**

The College of Science, Health and Engineering comprises 9 Schools and 16 Departments across La Trobe University’s multi-campus operations. The College offers a range of general and specialist undergraduate and postgraduate courses that are rigorous and attuned to meeting the needs of students in ensuring their readiness to work in changing environments. Our courses are appropriately linked to emerging trends and critical global issues. The College research achievements have an outstanding reputation for their innovation and contribution to society and are at the forefront of building strong relationships with industry partners.

Reporting to the School Administration Coordinator, this position will provide general administrative services to support the operations of the School. This position will have responsibility for the provision of quality customer service and administrative support services to assist in the effective and efficient administration of the School.

The incumbent will work as part of a team to assist in ensuring that School objectives are met, and that University policies and procedures are followed. In so doing the incumbent will observe a high standard of confidentiality.

The position will also ensure shared services provided by the College are consistent with service expectations negotiated by the School Manager and College General Manager.

**Duties at this level may include:**

* Contributes to local procedures and systems. May perform tasks, or make recommendations for decisions, requiring the interpretation of a set of relatively straightforward rules, guidelines, manuals or technical procedures.
* Performs limited creative, planning or design functions; applies skills to a varied range of different tasks.
* Performs a variety of tasks which require a sound working knowledge of administrative procedures mostly applied to recurring circumstances.
* Performs tasks that involve the application of specialist skills (e.g., operation of a word processing package to produce complex layouts, machine set-up or maintenance, guidance to others in the use of a limited range of equipment) in administrative areas.
* Performs duties that include using a range of information technology software applications to assist with job assignments.
* Collates and organises material for inclusion in reports/documents.
* Circulates information/findings appropriately to ensure awareness of key issues.
* May coordinate others to achieve objectives, including liaison with staff at higher levels. May also work autonomously or as a member of a team.
* Operates as an individual, organising and planning own work activities, to contribute to the achievement of School/Division/Department/Sub unit objectives and maintains and improves efficiency.
* May be recognised as a point of contact for a particular process, system or procedure.
* Keeps skills up to date and develops depth or breadth of knowledge in a particular area through learning from more senior/experienced colleagues, appropriate training and exposure to a range of activities and/or professional qualifications.
* Performs tasks/assignments which require proficiency in the work area's rules, regulations, processes and techniques, and how they interact with other related functions.
* Has a sound knowledge of the impact of the activities undertaken on other related functions or sections.
* Performs tasks where any advice which is provided is based on some depth of knowledge such that the information conveyed will normally influence how other work areas or individuals frame their actions or procedures.
* Takes the needs of others into account when selecting between work methods and sequences.
* May interpret procedures to assist others and will make recommendations, where relevant case experiences arise, to more senior staff on changes to procedures, schedules or routines to facilitate good relations between work units or with clients.
* May provide support by contributing to assignments or projects.
* Attends meetings to support School/Division/Department/Sub unit activities.
* Resolves issues/problems/queries independently and provides advice on routine matters to ensure that efficient, day-to-day customer service is delivered.
* Recommends alternative sources of information/courses of action where appropriate, exercising judgement in referring issues/problems to supervisor/manager.
* Delivers a range of specialist service support tasks and advises and assists internal and external stakeholders on specific aspects within own section of work where appropriate, to maximise service quality, efficiency and continuity.
* Contributes to and monitors service objectives and standards within own area of work to maximise service quality and efficiency.
* Maintains and improves operational efficiency and quality of service of own area through improvements in procedures and processes.

**Key Selection Criteria**

* Completion of a Diploma level qualification with relevant work related experience; or completion of a Certificate IV with relevant work experience or an equivalent combination of relevant experience or on the job training.
* In administrative positions, provide factual advice which requires proficiency in work area rules and regulations.
* Effective written and verbal communication skills.
* Quality, appropriateness and timeliness of advice in response to enquiries from internal and external stakeholders.
* Ability to organise own and other’s activities to meet objectives.
* Ability to contribute to procedures and systems within the work area.
* A positive attitude to work.
* Willingness to learn.

**La Trobe Values**

At La Trobe we:

* take a world view;
* pursue ideas and excellence with energy;
* treat people with respect and work together;
* are open, friendly and honest;
* hold ourselves accountable for making great things happen.