

Position Description

Administrative Support Officer

Position No:	New
Department:	Australian Research Centre in Sex, Health and Society (ARCSHS)
School:	Psychology and Public Health
Campus/Location:	Melbourne (Bundoora)
Classification:	Higher Education Officer Level 5 (HEO5)
Employment Type:	Fixed Term - 12 months, Part-time (0.6 FTE)
Position Supervisor:	Senior Operations Coordinator
Number:	
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

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

Australian Research Centre in Sex, Health and Society – <http://latrobe.edu.au/arcshs>

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Position Description

Position Context

The College of Science, Health & Engineering comprises 9 Schools and 18 Departments across La Trobe'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.

One of the larger Schools within the College, the School of Psychology & Public Health undertakes teaching and research across a broad range of disciplines, including: Public Health; Rehabilitation Counselling; Digital Health and Analytics; Health Information Management; Ergonomics, Safety and Health; Art Therapy; Family Therapy; Psychology; Neuroscience; and Counselling. The School currently comprises seven academic units: The Department of Public Health, the Department of Psychology and Counselling, The Bouverie Centre, the Centre for Alcohol Policy Research (CAPR), the Centre for Health Communication and Participation (CHCP), the Olga Tennison Autism Research Centre (OTARC), and the Australian Research Centre in Sex, Health and Society (ARCSHS).

The Australian Research Centre in Sex, Health and Society has been associated with La Trobe University since 1992. Since that time, ARCSHS has been recognised as a leader in social research into sexuality, health, and the social dimensions of human relationships. ARCSHS is led by a Director and Deputy Director, with an annual budget of around \$5 million.

The Centre specialises in multi-disciplinary social research into sexuality, health, and the social dimensions of human relationships. It works collaboratively and in partnership with communities, community-based organisations, government and professionals in relevant fields to produce research that promotes positive change in policy, practice and people's lives.

The Centre is recognised as one of four national centres funded to carry out strategic research as part of Australia's national response to HIV, viral hepatitis, and sexually transmissible infections. ARCSHS has unique expertise in the conduct of community-engaged research and in utilising research findings to produce training and resources for practitioners or to advise policy outcomes.

Administrative Support Officer

The Administrative Support Officer is responsible for supporting a range of tasks and projects related to the administrative and operational functioning of the Australian Research Centre in Sex, Health and Society (ARCSHS), as well as communications and public profile of the Centre.

The position holder works collaboratively and across all areas of the Centre as required to ensure the effective operation of all functions of ARCSHS. In this role, the position holder responds to routine enquiries, referring more complex matters to the Senior Operations Coordinator.

The position holder may also work with other administrative services and teams within the School, College and University to deliver on particular projects and functions, and in that context taking direction from the School Manager and the College General Manager as required.

Duties at this level may include:

- Work effectively and collaboratively with all members of the Administration and Operations team to ensure all operational requirements of the Centre are met and are achieved to a high standard.
- Utilise documented procedures, timelines and policies to ensure consistent high-quality administration and service delivery to support the operations of the Centre.
- Provide a consistently high level of service to ARCSHS staff, students and stakeholders, proactively assisting with enquiries and helping to resolve issues in a timely manner.

- Contribute to quality assurance processes and the development and maintenance of accurate and up to-date documentation of all policies, timelines, and procedures for the Centre.
- Contribute to strategically and proactively promoting research findings and information about Centre activities through the ARCSHS website and social media channels and maximise opportunities to engage in a positive and productive way with the media and community.
- Identify innovations and provide input into the development of improved systems and service delivery.
- Build relationships with ARCSHS staff, students and stakeholders and support and guide staff through periods of change with policies and processes.
- Liaise with internal and external stakeholders, including University Marketing, Events and Communications teams, to facilitate the effective promotion of research findings, programs, and activities to maximise the impact of the Centre's work.

Key Selection Criteria

Essential

- A Tertiary degree with subsequent relevant experience; or an equivalent alternative combination of relevant knowledge, training and/or experience.
- Demonstrated ability in working within a team that provides a high-quality administrative service.
- Demonstrated ability to utilise documented procedures, policies, and timelines to ensure consistent high-quality administration and service delivery.
- Demonstrated ability to set priorities and monitor workflows within own area of responsibility.
- Proven analytical and problem-solving capability.
- Demonstrated high level written and oral communication skills, with a high level of accuracy and attention to detail.
- Experience in publishing and maintaining information on a public website and utilising a variety of social media channels for promotional activities.
- Excellent interpersonal skills, with an ability to interact with people from diverse cultural and social backgrounds.
- Demonstrated ability to manage sensitive and/or confidential situations and to effectively deal with difficult situations.

Desirable

- Professional experience in a research environment and understanding of current issues impacting the university/research sector.
- Working knowledge of the work and activities of ARCSHS, the School, the College and/or the University.
- Applicants who are LGBTIQ, living with a disability, and are from Aboriginal and Torres Strait Islander communities or multi-cultural backgrounds are encouraged to apply.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND

- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Position Flexibility

- La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- We are **Connected**: We connect to the world outside — the students and communities we serve, both locally and globally.
- We are **Innovative**: We tackle the big issues of our time to transform the lives of our students and society.
- We are **Accountable**: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- We **Care**: We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: Date: