

General Administrator

Position Level	5
Faculty/Division	Engineering
Position Number	00049270
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Position Summary

The **General Administrator** provides effective day-to-day administrative and facilities support within the Faculty of Engineering to ensure all services are provided efficiently to meet the operating needs of the faculty.

The role reports to the School Manager and supports the Team Lead.

Accountabilities

Specific accountabilities for this role include:

- Provide high level administrative support and specialist advice to the School and other nominated teams across the Faculty of Engineering relating to administrative and facilities guidelines, processes and activities.
- Act as the first point of contact for internal and external stakeholders, maintaining effective channels of communication, and analysing and prioritising requests and correspondence, including urgent and often sensitive matters.
- Undertake School and/or Faculty reception duties, including face-to-face inquiries and assist with the receipt and distribution of deliveries to the School.
- Develop and maintain detailed filing systems, spreadsheets, databases, websites, staff contact and group email lists and other administrative systems.
- Coordinate School Meetings/events including draft agendas, minutes, correspondence, briefing notes, guidelines and room bookings, and setting up for specific committees and meetings/events as required.
- Assist with recruitment requests including, casuals, renewals, visiting and new appointments.
- Review and monitor finance administration requests, including but not limited to; purchasing, travel, credit card reconciliation, expense reimbursements, payment requests and billing processes.

- Provide finance assistance, perform budget checks, and ensure all finance admin requests contain complete information, supporting documentation and approvals prior to submission to Finance for processing.
- Participate in relevant projects and business improvement activities to streamline processes and facilitate administrative efficiency in consultation with key stakeholders, Estate Management and contractors.
- Undertake regular maintenance inspections of workspaces, conference/seminar/meeting rooms, learning and teaching spaces, laboratories and common areas, across the Schools and Research Units in the Faculty.
- Coordinate service requests through Estate Management and the UNSW Communications Unit, including maintaining documentation, job tracking information, follow-up and disseminating communications to School staff and students as appropriate.
- Assist the School Manager(s) and Higher Degree Research (HDR) Support Officer(s) with accommodation and space matters including provision of workspace allocation, computers, security access, and site induction and orientation for staff, visitors and HDR students
- Maintain facilities records in appropriate information management systems and online repositories, including compilation of space information (occupancy/usage) using Archibus.
- May supervise staff and/or have overall responsibility for the day-to-day administrative operations of the School/Unit.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#)
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- Advanced time management, organisational and problem-solving skills, including the ability to prioritise and meet deadlines.
- Demonstrated administrative, facilities, procurement and/or store activities experience within a large and complex institution or equivalent.
- Well-developed interpersonal and written and verbal communication skills.
- Demonstrated experience providing effective customer service and support to clients at all levels.
- Highly proficient computer literacy with excellent skills in Microsoft Office applications.
- Ability to make sound judgements and work both independently and as part of a team.
- Demonstrated experience supporting and contributing to projects and initiatives.
- Advanced numeracy skills.

- Demonstrated ability to apply, interpret, advise on and contribute to the development of protocols, procedures, guidelines and administrative systems.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.