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POSITION DESCRIPTION

Administrative Support Coordinator

Position Level	Broadband Level 4/5 UNSW Canberra
Faculty/Division	(ADFA)
School	School of Engineering and Technology
Position Number	00197166
Original Document creation	15/02/ 2024

Position Summary

Under the direction of the School Manager the Administrative Support Coordinator provides administrative support and assistance within the school to ensure effective delivery of the teaching and research activities. The Administrative Support Coordinator plays a key role in the establishment, maintenance and improvement of school systems and processes to ensure the efficient and effective operation of the school.

As a key member of the School Administrative team, the Administrative Support Coordinator will contribute to team initiatives and promote productive working relationships with Faculty and University colleagues, Defence and industry stakeholders, visitors, and students.

The role of Administrative Support Coordinator reports to the School Manager and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

At Level 4

- Undertake operational based work such as (but not limited to) the facilitation of;
 - sessional staff employment and payment cycles
 - administration for recruitment activities
 - preparing personnel documentation
 - preparing and facilitating student evaluations
 - academic teaching support
 - financial administration
 - function, travel, accommodation, catering and venue bookings
 - meeting correspondence, agenda, notes and drafting other documents

- Respond to a range of in-person, telephone and email enquiries from internal and external stakeholders, and initiate, action or escalate as necessary.
- Provide administrative support across all administration functions, in the school and review, process and enter transactions specific to the school's administrative requirements.
- Arrange, support, promote and participate in meetings, projects and events for internal and external stakeholders.
- Contribute to the maintenance of systems, processes and procedures within the school.
- Co-operate 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
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).

At Level 5

In addition to level 4 above:

- Respond to complex enquiries using judgment and initiative whilst demonstrating an understanding of and applying University policy and procedure.
- Draft correspondence and briefing notes and review and update internal procedures and guidelines.
- Develop and maintain detailed filing systems, spreadsheets, databases, websites and other administrative systems as required.
- Participate in relevant projects and business improvement activities to streamline processes and facilitate administrative efficiency.
- Maintain effective channels of communication, analyse requests, prioritise urgent and sensitive matters and respond in an appropriate manner.

Skills and Experience

At Level 4

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training, and experience.
- Sound organisational skills including ability to prioritise tasks and duties.
- Demonstrated ability to work effectively within and across teams to build relationships with colleagues, and internal and external stakeholders to deliver on outcomes.
- Attention to detail and ability to provide effective customer service and support to clients at all levels.
- Ability to produce accurate, timely and well-presented information that meets requirements.
- Proficient level of computer literacy with advanced skills in Microsoft Office applications including word processing, SharePoint, spreadsheets, databases, internet, email and online 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.

At Level 5

In addition to level 4 above:

- Relevant administrative experience, including the ability to consult and liaise with colleagues, and internal and external stakeholders on complex operational queries.
- Excellent communication skills including the ability to consult and liaise with colleagues and internal and external stakeholders at varying levels of authority using demonstrated ability to interact effectively and respectfully with people from differing backgrounds on both technical and non-technical levels.
- Demonstrated ability to establish priorities and manage moderately complex tasks with strong attention to detail and a high level of accuracy.
- Demonstrated ability to contribute to, initiate and establish new procedures, guidelines and processes both independently and as a part of a team, escalating issues when necessary.
- Demonstrated experience supporting and contributing to projects and initiatives.

Progression Information

Progression to a higher level within a broadbanded position is not automatic and requires support of the supervisor and approval by Senior Management.

The following is required before progression can be approved:

- The incumbent will be expected to have reached the top step of Level 4 prior to progression to Level 5; and
- The incumbent will be expected to have been at the top step of Level 4 for 12 months prior to progression to Level 5;
- Criteria for progression to Level 5 will be based on satisfactory performance of all responsibilities and behaviours at Level 4, and a demonstrated capacity and ability to take on the responsibilities and the behaviours of the position at Level 5; and
- Work at Level 5 is available and required by the work unit on an ongoing basis.

Pre-Employment checks required for this position

- Criminal History Check
- Identification Check
- Australian Work Rights Check

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.