

Position Description

Administrator, Student Academic & Career Success

Position Number: 00075968
Position Title: Administrator, SACS
Date Written: July 2019

Faculty / Division: DVC (Academic)
School / Unit: PVC (Education) – Student Academic and Career Success
Position Level: Level 5

ORGANISATIONAL ENVIRONMENT

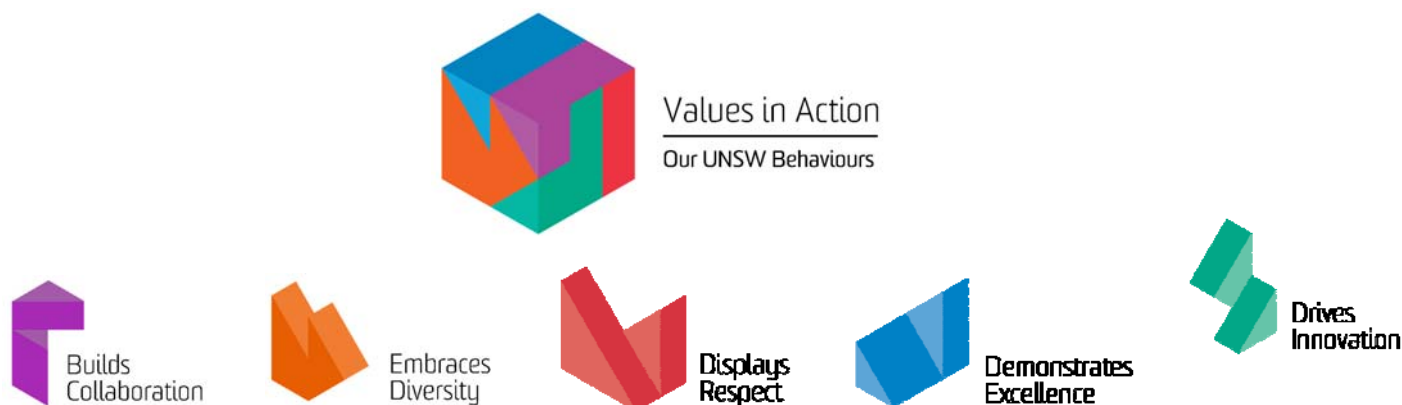
UNSW is currently implementing a ten-year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

Values in Action: Our UNSW Behaviours

UNSW recognises the role of employees in driving a high-performance culture. The behavioural expectations for UNSW are below.



OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

The Division of the Deputy Vice-Chancellor (Academic) is a large portfolio covering a wide range of activities supporting the student experience, the needs of academic staff and international operations. Within the DVC(A) Division, the Pro Vice-Chancellor (Education) Portfolio provides leadership in the development and implementation of UNSW Sydney's strategic initiatives in learning and teaching. The initiatives focus on educational design, development, delivery and evaluation, integrating technology and expanding the University's online learning offerings, providing academic development support and services, and promoting teaching excellence through the UNSW Scientia Education Academy and the Education Focussed Academics. The Portfolio works collaboratively with the faculties, schools and divisions to implement the 2025 Strategic Plan and drive enhancements to the student experience and success. It is involved in the design of effective learning environments, promotes Work Integrated Learning initiatives, provides academic skills support to students, and strengthens their career and employability prospects through a range of programs and services.

The Student Academic and Career Success (SACS) is a part of the Pro Vice-Chancellor (Education) Portfolio and works in partnership with Faculties and other Student Services and Support providers across the University. SACS facilitates student academic and career success through the design, development, implementation and evaluation of effective academic language and learning and career and employability opportunities, underpinned by student development and learning worldviews and inclusive education practices.

The Administrator supports the operational function of the SACS team broadly to ensure the efficient day-to-day administration and operations. This role is responsible for coordinating highly efficient administration and activities that enable delivery of Student Academic & Career Success programs, courses and initiatives in alignment and compliant with UNSW policies. The role is required to work with staff across UNSW including PVCE in particular Operations & Admin and WIL Central, Divisions, faculties, the broader University community and external stakeholders to enable the success of the SACS strategic vision.

The Administrator, SACS reports to the Manager, Services and Improvement, and has no direct reports.

RESPONSIBILITIES

Specific responsibilities for this role include:

- Co-ordinate the general administrative needs of the office including organisation of travel, expense reimbursement, purchasing, coordination of office maintenance and meeting and workshop organisation
- Respond to a range of in-person, telephone and email enquiries for Student Academic Career Success programs, courses and initiatives and initiate appropriate action or refer queries as appropriate.
- Provide student administrative support across SACS Programs and courses including.
- Support relevant projects and business improvement activities to streamline processes and facilitate administrative efficiency ensuring all activities comply with UNSW and faculty/school guidelines and processes
- Maintain regular reporting systems and data tracking for all students utilising SACS services.
- Develop and maintain filing systems, spreadsheets, databases, and other administrative systems
- Arrange, support and promote meetings, workshops and small events for internal and external stakeholders (including UNSW Student Orientation and other events identified in the SACS Strategy and annual operational plan)
- Assist with drafting agendas, minutes, correspondence, briefing notes, and guidelines for committees and meetings

- Maintain the SACS UNSW website to ensure information is up to date and consistent
- Manage all records for SACS in accordance with University policies and practices in relation to records management.
- Provide support across the SACS teams ensuring consistent and ongoing operational and administrative service.
- Maintain productive working relationships with teams in the Office of the PVC(E), in particular the Operations and Administration team and WIL Central, relevant staff in faculties and divisions and other internal and external stakeholders.
- 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.

SELECTION CRITERIA

- A relevant tertiary qualification and experience preferably in the in the higher education sector or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- Experience in a student facing administrative function and a positive and respectful approach to working with students.
- Outstanding organisational skills with proven ability to deal with multiple tasks, establish priorities and meet deadlines.
- Proven ability to work flexibly, productively, and effectively as part of a team while operating autonomously and demonstrating strong initiative and a proactive approach to driving process improvements.
- Excellent written and verbal communication skills and the ability to liaise effectively with all levels of staff and external stakeholders.
- High computer literacy including proficiency in using Microsoft products such as, CRM, Dynamics, Word, PowerPoint, and Excel to coordinate, review and report on projects and initiatives.
- Experience in the execution of small scale events, including promotion and event coordination and logistics.
- Familiarity and/or experience with UNSW Academic systems and processes would be highly regarded.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.