



**Australian  
National  
University**

## Position Description

<b>College/Division:</b>	Residential Experience Division
<b>Department/Unit:</b>	Ursula Hall
<b>Position Title:</b>	Administration Officer
<b>Classification:</b>	ANU05 (Administration)

### PURPOSE STATEMENT:

The Administration Officer provides administrative and executive support to the Head of Residence, Deputy Head of Residence, staff and students of Ursula Hall, working closely with the administrative team to ensure the effective and efficient delivery of administrative operations.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

The Administration Officer provides administrative and executive support, ensuring efficient day-to-day operations and liaising with staff, students and visitors.

#### Role Statement:

Under broad direction, the Administration Officer will be required to:

- Act as the first point of contact for enquiries, managing the flow of incoming and outgoing written correspondence and phone calls, providing administrative support consistent with relevant policies and procedures and ensuring compliance with University policies and procedures.
- Provide high quality executive assistance including, but not limited to:
- Diary management, coordinating appointments and proactively resolving conflicting demands and commitments.
- Secretarial support including producing agendas, collating and circulating relevant documents, minute-taking and the distribution of minutes, as well as follow-up on action items to ensure resolution within the agreed timeframes.
- Event coordination including booking venues and equipment, arranging catering, liaising with participants and supporting all other administrative aspects, as required.
- Liaise and develop networks with administrative and executive support staff within the area, the University and external stakeholders as appropriate.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
- Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.

*See the classification descriptors for general staff<sup>1</sup> and minimum standards for academic staff<sup>23</sup>*

### SELECTION CRITERIA:

1. Demonstrated experience in an executive support or administrative role in a complex organisation, or an equivalent combination of relevant experience and education/ training.
2. Demonstrated high level customer service and communication skills with experience producing business correspondence, reports and meeting papers and an ability to liaise effectively with stakeholders in a culturally diverse environment, dealing efficiently and tactfully with sensitive and confidential matters.
3. Proven organisational skills and ability to prioritise own workload and to use sound judgement, managing competing demands and delivering high quality outcomes. Event and/or project coordination experience is required.
4. Proficiency using the Microsoft Office suite, in particular Outlook, Word and Excel. Experience with reporting will be highly regarded.

<sup>1</sup>[Schedule 5 - General staff classification descriptors - Human Resources - ANU](#)

<sup>2</sup>[Schedule 4 - Human Resources - ANU](#)

<sup>3</sup>[Schedule 4 - Human Resources - ANU](#)

5. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

*The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.*

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

**References:**[General Staff Classification Descriptors](#)[Academic Minimum Standards](#)