**Position Title** Senior School Operations Officer (Agile Support Team)

**Classification** Level 6

**School/Division** College Services

**Centre/Section** Schools Operations

**Supervisor Title** Senior Manager, College Services

**Supervisor Position Number** 320104

**Position Number** *322605*

## Your work area

College Services provides academic administration and technical support services to the University’s schools, including Heads of School, academic staff and research students. The team is committed to providing effective and efficient services in support of the Schools’ and University’s strategic objectives, with a focus on continuous improvement and best practice. The Schools Operations team provides academic support services and general administrative support to the University’s Schools.

## Reporting structure

Reports to: Senior Manager, College Services

Direct reports: School Operations Officers (Agile Support)

## Your role

As the appointee you will, under general direction, provide senior administrative support for delivery of the operations and teaching programs of UWA’s schools. You will lead and supervise a team, collaborating closely with other teams to ensure high quality service provision and responding to changing demand. The Agile Support team are a key resource to ensure the schools receive administrative support during peak periods or when covering leave. The team is designed to be flexible and responsive, quickly mobilising to address changing needs of the operations teams.

## Your key responsibilities

Provide senior administrative support for the school(s), across all functions associated with school and teaching operations.

Assist with the planning, implementation and coordination of activities and initiatives across Schools operations and to the Agile Support Team.

Provide supervision of a team of staff, providing training and development.

Contribute to the documenting and maintenance of policies, processes, systems and work practices for the effective and efficient delivery of support services, and support continuous improvement initiatives within the area of responsibility.

Provide administrative support for the area of responsibility, including managing the flow of business through an office, monitoring workflows and assigning priorities, and supporting resource planning and allocation.

Respond to complex and detailed enquiries using judgement and initiative, analyse and provide innovative solutions.

Liaise with other areas applying a sound knowledge of the office activities.

Provide authoritative advice and information on policies and procedures.

Perform other duties as directed.

## Your specific work capabilities (selection criteria)

Relevant tertiary qualification or demonstrated equivalent competency.

Substantial relevant senior administrative experience at an appropriate level.

Proven ability to respond to complex and diverse enquiries, reliably interpreting policy and procedures to troubleshoot issues and provide solutions.

Highly developed written and verbal communication skills.

Highly developed organisational skills and demonstrated ability to set priorities and meet deadlines.

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email.

Ability to work independently, show initiative and work productively as part of a team.

Ability to supervise a small team and provide training and development.

Commitment to providing a high level of quality customer service.

Ability to provide academic support in a higher education setting is desirable.

## Special requirements (selection criteria)

There are no special requirements

## Compliance

Ensure you are aware of and comply with legislation and University policies.

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