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POSITION DESCRIPTION

Manager, Services & Administration

Position Level	8
Faculty/Division	Division of Academic & Student Life
Position Number	0007905
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Position Summary

The **Manager, Services & Administration** plays an integral role within the Pro Vice-Chancellor Education & Student Experience portfolio in providing relevant and appropriate advice on UNSW policy, process and procedure to portfolio staff in support and delivery of effective and compliant portfolio wide administrative activities and in contribution to effective decision making on portfolio resource use and allocation.

The role entails working in collaboration with key internal stakeholders within the portfolio as well as central service support in particular Human Resources, Finance, UPO, Estate Management, IT and the Division of External Relations in the provision of advice. In addition, critical to the smooth operations of the portfolio, is embedding effective and efficient processes and procedures into portfolio activities and making available useful and relevant information to equip staff to perform their roles to the best of their ability.

The role reports to the Portfolio Manager and has 1 direct report.

Accountabilities

Specific accountabilities for this role include:

- Proactively advise, influence and contribute to effective resource allocation (IT, Finance, space, HR), business planning and objectives of the portfolio, while exercising discretion, initiative and confidentiality at all times.
- Manage and oversee the day-to-day administrative function of the PVCESE Office team and implement and maintain a consistent, equitable and efficient approach to assessing requests and finalising approvals, across a range of staffing, financial and operational activities and functions, in a high volume, fast paced environment aligned with UNSW policy, procedure, values and behaviours.

- Work with the Portfolio Manager, Directors, Themes Heads and the Divisional Finance Team to develop and manage budgets and resources to ensure efficient and effective distribution.
- Work with the Portfolio Manager to support portfolio fiscal management including monthly portfolio consultations with the leadership team, in particular Pillar Directors and Heads of Themes, reporting and analysis and advice on expenditure management and revenue tracking, and production of a portfolio monthly financial pack for the Pro Vice-Chancellor Education & Student Experience report.
- Lead, supervise, coach and provide direction to the Office team staff developing their expertise and capability in process development and system use and supporting high levels of productivity through efficient workload management and effective performance management.
- Collaborate with key stakeholders, undertake analysis of administrative processes and procedures, investigate operational requirements, problems and opportunities, and identify alternate solutions through innovation and improvements of new and/or changed processes.
- Establish meaningful mechanisms to manage, monitor and evaluate the effectiveness of service levels, initiatives, processes and activities, and use data to develop procedures and processes necessary to deliver effective and efficient administrative services and experiences to the portfolio while ensuring a culture of continuous improvement, inclusion and innovation.
- Coordinate and/or develop documentation e.g. committee papers, strategic initiative documentation, presentations, portfolio reports and submission as required.
- Undertake project management of strategically relevant projects, which would include negotiation and liaison with stakeholders at senior levels to ensure that organisational policy and strategies are adhered to and that appropriate change management processes are undertaken.
- Support the Portfolio Manager and Pro Vice-Chancellor Education & Student Experience to manage and deliver strategic and operational goals through the provision of operational support, strategic advice, project management and the development of policies, procedures and proposals.
- Establish productive and effective relationships with key internal stakeholders, in particular Human Resources, Finance, UPO, Estate Management, IT and the Division of External Relations, to provide shared service support.
- Represent the portfolio and actively engage with staff and student groups and bodies, with a view to listening to inform the activities of the portfolio in support of a quality educational and student experience.
- 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 & 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.
- Significant experience in a senior administrative and/or office management role preferably in higher education together with strong experience in resource management, supporting budget development, expenditure management and financial reporting.

- Demonstrated experience managing a team to deliver effective and efficient administrative services, with the ability to prioritise workloads in a high volume and fast-paced environment, work independently and proactively, and meet deadlines with attention to detail.
- Extensive relevant experience developing and implementing project plans, including evaluation of effectiveness and impact, timelines, regular communication and monitoring of progress within budget and required standards.
- Excellent analytical and problem-solving skills including the ability to conceptualise, establish, and implement new initiatives and innovative solutions in the delivery of efficient and effective administrative support with strong initiative and a proactive approach to driving process improvement.
- Advanced interpersonal and written communication skills and demonstrated ability to establish and maintain effective relationships and to liaise effectively with all levels of staff, in particular at senior levels and external stakeholders to negotiate and agree outcomes that are compliant and aligned with the strategy.
- Advanced level of computer literacy, working with a range of computer systems and applications and the ability to learn and utilise new technologies to increase efficiency and the digital office.
- 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.