

Position Description

Administrative Officer - Team Lead

Position Number: 00045803
Position Title: Administrative Officer - Team Lead
Date Written: September 2017

Faculty / Division: UNSW Built Environment
School / Unit: Disciplinary Unit
Position Level: Level 6

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.

UNSW BEHAVIOURS

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

Please refer to the UNSW Behavioural Indicators for the expectations of your career level.



Values in Action
Our UNSW Behaviours



Builds
Collaboration



Embraces
Diversity



Displays
Respect



Demonstrates
Excellence



Drives
Innovation

OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

UNSW Built Environment (BE) is one of the largest built environment faculties in Australia and is internationally renowned for its comprehensive range of multidisciplinary degree programs. UNSW BE focus is on research and education relevant to the design, delivery and management of the 21st century city and the elements. The Faculty's strategic direction is one based on a commitment to deliver high impact research and graduates equipped with the knowledge and practical skills required to realise sustainable urban environments of enduring cultural value

Responsible for providing high level administrative support to the Operations Manager in order that the Faculty operates efficiently and to a professional standard. The role 'Administrative Officer - Team Lead' acts as a point of coordination to the Discipline Directors Unit to ensure work is completed to expected standards and in a timely manner. The position will oversee the Administration of the Unit's provision of customer service to students and academic staff and ensure productive relationships are maintained with internal and external stakeholders.

The role of Administrative Officer - Team Lead reports to the Operations Manager and has 3 direct reports.

RESPONSIBILITIES

- In consultation with the Operations Manager, coordinate and undertake a range of academic and student administration activities
- Leading the Disciplinary Unit in the provision of client services, including the setting of priorities, monitoring workflows and coordinating administration function of the Unit in a timely and effective manner under the guidance of the Operations Manager
- Provision of accurate and timely updates on student and academic administration matters to the Operations Manager and ensuring consistency with UNSW policies and procedures
- Assist in the implementation of policies, guidelines and procedures, and play a leading role in their application to ensure the effective operation of the Discipline Director's Unit and the Faculty
- Review, develop, recommend and, where appropriate, implement administrative and operational improvements in consultation with the Operations Manager
- Obtain, analyse and prepare statistical, enrolment and other information for assessment, review and reporting purposes
- In consultation with the Operations Manager, oversee the Sessional Contracts and Budgets as well as the Discipline Director's Unit Material Budgets
- Monitor and support the process and tracking of sessional staff contracts with a high level of accuracy, and within UNSW HR and Finance policy
- Oversee and ensure timely and accurate processing of financial transactions including staff and student reimbursements, reconciliation of Staff Travel Cards and preparation of L20's re student field trips.
- Prepare detailed correspondence and reports for the Operations Manager and contribute to promotional and marketing activities
- Effectively coordinate and maintain Faculty administrative practices and reporting systems in a responsive and efficient manner
- Administrative support is efficient and maintained to the requirements of the Faculty
- Professional and productive working relationships with key contacts and stakeholders are continuously built upon and improved

- All advice and work produced is of a high standard, accurate and consistent with UNSW policies and procedures
- Information materials are accurately maintained and are efficiently available
- Effective support of team members within the Discipline Director's Unit and leading in the delivery of client services
- Proactively maintain knowledge of changes in University systems, policies and processes
- Undertake projects as required by the Operations Manager
- Cooperate with all health and safety policies and procedures of the University of New South Wales and take all reasonable care to ensure that their actions or omissions do not impact on the health and safety of others in the University.
- Proactively review policies, systems and processes and make recommendations with a view to continuously improve services.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions

SELECTION CRITERIA

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through another combination of education, training and experience
- Strong commitment to customer service and demonstrated ability to work in a high volume administrative environment with a keen attention to detail
- Strong interpersonal, and written and verbal communication, skills including ability to communicate with diverse stakeholders
- Sound time management and organisational skills, ability to work well under pressure and manage multiple tasks with competing deadlines
- Demonstrated initiative, analytical and problem-solving skills and proven ability to participate in business improvement activities
- Demonstrated experience working on confidential and sensitive matters and ability to exercise discretion and tact as required
- Strong computer skills in particular Microsoft Outlook, Word, Excel and PowerPoint, the use of internet and relevant data bases
- Knowledge of UNSW equal opportunity and diversity policies and programs
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

PRE EMPLOYMENT CHECKS REQUIRED FOR THIS POSITION

- This role will be required to provide evidence of qualifications and the position holder must also hold full Australian work rights.

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.