*Faculty / Division: UNSW Business School*

*School / Unit: FED Portfolio*

*Position Level: Level 5*

*Position Number: 00068237*

*Position Title: Administrator –* *UNSW 3+ Teaching Support*

*Date Written: November 2018*

## 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

UNSW Business School is a leader in business education and research in the Asian region and one of the largest Business Schools in Australia with more than 16,500 students, 500 academic and professional staff and more than 80,000 alumni and partners. The Business School offers a full suite of business degree programs at undergraduate, postgraduate, coursework and research levels, including the AGSM MBA programs and a range of Executive Programs. Its direction is guided by a business advisory council of leading CEOs, chairpersons and other business leaders.

## The Business School’s reputation is built on its outstanding staff, students and alumni and a cultural diversity which ensures an international focus. It also has a long history of deep industry engagement, and takes pride in the impact it has through its educational and research activities. The School is frequently ranked among the top 50 in the world, and in some areas among the top 20, according to global indicators. For further information, see: https://www.business.unsw.edu.au/

Working as part of the Faculty team, this position will support the undertaking of a range of quality, customer focused, core business processes and communications. The Administrator – UNSW 3+ Teaching Support assists with the management and effective coordination of timetabling and examinations of the new UNSW 3+ calendar in the UNSW Business School.

The role of Administrator – UNSW 3+ Teaching Support reports to the Faculty Operations Manager (FOM) and has no direct reports. There will be three Administrator – UNSW 3+ Teaching Support roles.

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## RESPONSIBILITIES

Specific responsibilities for this role include:

* Support the delivery of 3+ and other ad-hoc projects which contribute to the Faculty and UNSW 2025 strategy
* Under the direction of the FOM and stakeholders, facilitate the design and implementation of 3+ initiatives, supporting the implementation of workflow improvement processes overall
* Provide recommendations to the FOM for relevant improvement activities in relation to systems, policies, procedures and reporting that support streamlined processes and facilitate increased efficiency
* Assist with the creation and maintenance of learning management systems (LMS) and provide administrative support in LMS as needed to ensure 3+ operates effectively
* Provide Schools with administrative support for the transition to UNSW 3+
* Other duties and varied ad-hoc projects as requested by the FOM
* 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 degree or equivalent tertiary qualification and relevant administrative and customer service experience in a tertiary organisation (or an equivalent level of knowledge gained through any other combination of education, training and/or experience).
* Demonstrated organisational skills including the ability to prioritise, manage complex tasks and projects and meet competing deadlines whilst maintaining accuracy and attention to detail.
* Excellent interpersonal and communication skills with a demonstrated ability to liaise with a wide range of internal and external stakeholders from various backgrounds.
* Demonstrated ability to apply knowledge and experience to analyse and resolve complex and sensitive issues efficiently and effectively.
* Demonstrated ability to apply, interpret, advise on and contribute to the development of policies, systems, manuals, rules, procedures and guidelines.
* Demonstrated commitment to continuous improvement and innovation in an administrative environment.
* Experience with coordinating and managing administrative and teaching workloads for Academic staff.
* High level proficiency in standard Microsoft applications and demonstrated ability to learn and implement and promote new systems. Experience using a student management system would be highly regarded.
* Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

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*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.*