

Position Description

Campus Services Coordinator

Position Number: 00086247
Position Title: Campus Services Coordinator, Wagga Wagga
Date Written: August 2020

Faculty / Division: UNSW Medicine
School / Unit: Rural Clinical School / Wagga Wagga
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.

VALUES IN ACTION

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



Values in Action
Our UNSW Behaviours



Builds
Collaboration



Embraces
Diversity



Displays
Respect



Demonstrates
Excellence



Drives
Innovation

OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

UNSW Medicine is a national leader in learning, teaching and research, with close affiliations to a number of Australia's finest hospitals, research institutes and health care organisations. With a strong presence at UNSW Kensington campus, the faculty have staff and students in teaching hospitals in Sydney as well as regional and rural areas of NSW and north-eastern Victoria.

Predominantly funded by the Federal Government, the Faculty's Rural Clinical School focuses on teaching excellence, social equality and research initiatives supporting local rural health outcomes. Committed local rural doctors with a passion for teaching and community deliver high quality clinical educational experiences for medical students and our Regional Training Hubs lead the way in developing vocational training opportunities and pathways in rural areas for graduating medical students, Junior Medical Officers and Interns. Strongly supporting equality and diversity, we have since 2000, been dedicated to and had great success in training the next generation of rural and Indigenous doctors with a doctrine promoting rural medical workforce planning and retention strategies.

Major teaching campuses located in Albury-Wodonga, Coffs Harbour, Griffith, Port Macquarie and Wagga Wagga, and an extensive network of clinical placement sites in smaller rural towns across NSW and north-eastern Victoria, exemplifies the School's rural character and develops student appreciation of primary health care and interprofessional collaboration in rural communities.

The Campus Services Coordinator provides high level administrative support to the School Manager by ensuring the campus operates efficiently and at a professional standard to achieve program goals and objectives. The position oversees the administrative provision of campus services including high quality, timely customer service to students, academics and staff, and ensures productive and significant working relationships are developed and maintained with internal and external stakeholders. The Campus Services Coordinator is responsible for the administrative leadership and logistical operations of the campus and supervises a team of local professional staff.

The role of Campus Services (CS) Coordinator will take direction from the Head of School / Associate Dean Rural Health and Director of Medical Education on site. The role, for HR purposes, reports to the School Manager and has up to seven direct reports.

RESPONSIBILITIES

Specific responsibilities for this role include:

- In consultation with the Head of School / Associate Dean Rural Health and Director of Medical Education, coordinate and undertake a range of academic, student and client related administrative activities and services supporting the delivery of the Medicine Program, recruitment strategies and campus operations
- Support staff and students and build significant relationships with key stakeholders including; clinical academics involved in teaching, the Local Health District (LHD), clinical practices, training institutions, specialist colleges, schools and other educational institutions and community organisations
- In collaboration with the Director of Medical Education and campus staff, coordinate the logistical aspects of the campus undergraduate and any postgraduate programs delivery including; examinations, assessments, marking and results processes, compliance, vocational training, student welfare and staff engagement
- Collaborate with the School Manager and School Services Coordinator to support campus participation in the Rural Entry Scheme (RES) into Medicine ensuring appropriate logistical scheduling and administrative capacity for related student interview processes, procedures and training
- Support School activities and alignment by leading local campus engagement and student experience initiatives promoting educational outcomes including; medicine information events, student orientation and induction programs, student Rural Health Club (RAHMS), campus functions and other events

- Consult with the Head of School / Associate Dean Rural Health, Director of Medical Education and School Manager, to administer staff HR requirements in line with School and University policy including; recruitment, staff on-boarding, induction and orientation, probation, myCareer processes, training and development, conjoint management, and other related University requirements
- Provide proficient support, guidance and capability across a broad range of campus administrative functions including but not limited to; finance, procurement, travel, meetings, HR, student welfare, education support, customer service and facility operations
- Coordinate the administrative process, planning and maintenance of facilities, equipment and other assets in line with UNSW policy and guidelines
- Liaise with the School Manager and school services to evaluate strategies and activities supporting RHMT program objectives, and submit relevant information for inclusion in the Commonwealth Bi-Annual report
- Participate in business improvement activities including coordination of School portfolios and projects to streamline processes and facilitate administrative efficiency, as required
- 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

- Relevant tertiary qualification with subsequent relevant experience or equivalent level of knowledge and competence gained through another combination of education, training and experience
- Excellent customer service and organisational skills with demonstrated ability to solve complex problems and enquiries, think creatively and introduce new ways of working to support the School Manager in achieving the goals and objectives of the School
- Demonstrated success working flexibly and productively in a high volume, process-driven administrative environment with variable work flows and competing deadlines to deliver timely effective outcomes
- Proven ability to apply knowledge and experience to analyse and resolve restricted, complicated and sensitive issues efficiently and effectively whilst maintaining confidentiality and discretion
- Well-developed interpersonal, written and verbal communication skills and the ability to communicate and interact with all levels of staff, students, management and external stakeholders
- Demonstrated professionalism and success in building effective teams and working relationships in an administrative environment, assisting and mentoring colleagues, contributing positively to team initiatives and supporting management decisions and strategic direction
- Sound computer literacy with excellent skills in the Microsoft Office Suite of applications, particularly Excel and Word, and an ability to learn UNSW systems based applications in a timely manner
- Knowledge of health and safety responsibilities and a commitment to attending relevant health and safety training

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.