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POSITION DESCRIPTION

General Administrator

Faculty/Division

Engineering

Classification Level

Professional 5

Hours & Span (Category)

G - Administrative, Clerical, Computing, Professional & Research Staff

Position number

00087610

Shiftwork status

NOT SHIFTERWORKER

Original document creation

15 January 2024

Position Summary

The **General Administrator** provides effective day-to-day administrative, and facilities support within the Faculty of Engineering to ensure all services are provided efficiently to meet the operational needs of the Faculty.

The role of **General Administrator** reports to the Schools Manager and supports the General Administrator Team Lead. The role has nil direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide high level administrative support to the School and other nominated teams across the Faculty of Engineering relating to administrative and facilities guidelines, processes and activities.
- Act as the first point of contact for internal and external stakeholders, maintaining effective channels of communication, analysing requests and correspondence to prioritise as well as urgent and often sensitive matters.
- Undertake School and/or Faculty reception duties, including face-to-face inquiries and assisting with receiving and distributing deliveries to the School.
- Provide effective specialist advice relating to administrative guidelines, processes, and activities.

- Develop and maintain detailed filing systems, spreadsheets, databases, websites, and other administrative systems.
- Coordinate School Meetings/events, including draft agendas, minutes, correspondence, briefing notes, guidelines, catering and room bookings, and setting up specific committees and meetings/events as required.
- Assist with recruitment processes including, new hires, casuals, renewals and visiting appointments.
- Respond to a range of in-person, telephone and email enquiries from internal and external stakeholders, and initiate, action or escalate as necessary.
- Review and monitor finance administration requests, including but not limited to, purchasing, travel, credit card reconciliation, expense reimbursements, payment requests and billing processes.
- Provide finance assistance, perform budget checks, and ensure all finance admin requests contain complete information, supporting documentation, and approvals before submission to Finance for processing.
- Participate in relevant projects and business improvement activities to streamline processes and facilitate administrative efficiency in consultation with key stakeholders, Estate Management and contractors.
- Undertake regular maintenance inspections of workspaces, conference/seminar/meeting rooms, learning and teaching spaces, laboratories and common areas, across the Schools and Research Units in the Faculty.
- Coordinate service requests through Estate Management, including, building access, maintaining documentation, tracking job information, following up, and disseminating communications to School staff and students as appropriate.
- Assist the School Manager(s) and Higher Degree Research (HDR) Support Officer(s) with accommodation and space matters, including provision of workspace allocation, computers, security access, and site induction and orientation for staff, visitors and HDR students.
- Maintain facilities records in appropriate information management systems and online repositories, including the compilation of space information (occupancy/usage) using Archibus.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#)
- Cooperate with all health & safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and 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.
- Advanced time management, organisational and problem-solving skills, including the ability to meet deadlines.
- Demonstrated administrative, facilities, procurement and/or store activities experience within a large and complex institution or equivalent.

- Well-developed interpersonal and written and verbal communication skills.
- Demonstrated experience providing effective customer service and support to clients at all levels.
- Highly proficient computer literacy with excellent skills in Microsoft Office applications.
- Ability to make sound judgements and work both independently and as part of a team.
- Demonstrated experience supporting and contributing to projects and initiatives.
- Demonstrated ability to apply, interpret, advise on and contribute to the development of protocols, procedures, guidelines and administrative systems.
- Advanced numeracy skills.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) 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.