



POSITION DESCRIPTION
Administration Officer

September 2024

Position Summary

College / Division	Academic Division
School / Section	Riawunna Centre
Location	Inveresk, Launceston
Classification	<u>HEO Level 4</u>
Reports to	Head of Service, Riawunna
Direct reports	Nil
Delegation level	<u>Nil</u>

Position Overview

The **Administration Officer** plays a critical role in supporting the University's mission by providing essential project and administrative assistance for key Riawunna programs, including the Tutoring Program, Scholarships, and Community initiatives. This position is vital for fostering student success, with responsibilities that include processing financial transactions, maintaining records, and handling procurement of supplies. Working within a dynamic team, the Administration Officer will collaborate with University staff, external stakeholders, and Aboriginal organisations to ensure effective program delivery, while also delivering high-quality support to students and the community. The position will also contribute to event logistics, marketing strategies, and provide valuable insights through post-event analysis. With a focus on supporting students, this position is key to enhancing Riawunna's impact and advancing the University's vision for Tasmania and beyond.

The Administration Officer will ensure that the Riawunna Centre is well maintained and culturally welcoming.

This is an Identified position. The appointee will be an Aboriginal and/or Torres Strait Islander person. The University of Tasmania [Identified Position Guidelines](#) provide the requirements for confirmation of identity.

We are an inclusive workplace committed to 'working from the strength that diversity brings' reflected in our Statement of Values. We are dedicated to attracting, retaining and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age and life course bring. Applications are encouraged from all sectors of the community. Tell us how we can make this job work for you.

About the University of Tasmania

Welcome to the University of Tasmania, your island campus 1,270 million years in the making. This is heightened education at a slower pace of life. A place that attracts the highest percentage of scientists per capita in the world. Home to towering temperate rainforests, 60,000 years of human knowledge and underground cultural experiences of legend. Take your time to breathe it all in.

Our journey began in 1890, with a seed of academic excellence sown on our island. We inspire and encourage people to flourish and thrive. Our unique circumstances have made us resilient, transforming us into creative problem solvers. Our success is a testament to our quiet determination and adaptability.

We are more than just a place of learning. We are a catalyst for economic growth, a beacon for literacy, a champion for health and a guardian of our environment. We generate powerful ideas for and from Tasmania. We invite inquiring minds, from near and far, to join us in our pursuit of the extraordinary.

Accountabilities and outcomes

Purpose

The **Administration Officer** at Riawunna enhances student success and community engagement by providing vital project and administrative support for key Riawunna programs. This role ensures smooth operations and strengthens relationships with Aboriginal and Torres Strait Islander community, contributing to the University's mission

Key Outcomes

- Provide efficient and effective administrative and project support for the Riawunna Tutoring Program, Scholarships, Bursaries, and Community Programs, ensuring seamless operation and student satisfaction. The focus will be on assisting with event management, student engagement activities, and key Riawunna and UTAS programs.
- Support the financial management of Riawunna's programs, including accurate processing of transactions such as purchase orders, invoices, and travel arrangements, optimizing the use of financial systems like Promaster, Service Portal and TechOne.
- Support the operations of Riawunna by onboarding new staff/casuals, ensuring proper completion of necessary paperwork and familiarisation with Riawunna processes.
- Maintain and enhance the organization of records, student data, and program resources, ensuring that all assets and supplies are managed in alignment with program needs.
- Foster strong communication and collaboration with university staff, external stakeholders, and Aboriginal organizations to support the successful delivery of Riawunna's programs and initiatives ensuring that partnerships support the successful implementation of Riawunna's programs and initiatives.
- Provide assistance to projects and staff with logistics, supporting marketing and promotion efforts, managing RSVPs, collecting data, and contributing to post-event analysis to continuously improve engagement.
- Deliver high-quality student and community-focused service by managing enquiries, referrals, and maintaining an inclusive and welcoming environment in Riawunna's physical and digital spaces.
- Assist with creation and/or development of marketing and promotional strategies for Riawunna, ensuring consistent and engaging presence across all platforms, and manage promotional merchandise, webpage, and social media content

Behavioural Expectations

We aim for everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

Success profile

Personal Attributes

The ideal **Administration Officer** at Riawunna will be organised, proactive, and collaborative, with strong communication skills and a solution-oriented mindset. They should demonstrate cultural awareness and sensitivity toward Aboriginal and Torres Strait Islander people, while efficiently managing administrative tasks, financial processes, and program support. Adaptability and the ability to foster positive relationships with students, staff, and external stakeholders are key to success in this role

- **Rapport Building:** Enjoys interacting with other people and effectively establishes rapport by putting others at ease. Effectively promotes achievement and recognition.
- **Flexible:** Has an optimistic approach and readily recovers from setbacks. Embraces change and invites feedback to adapt and improve in the face of new challenges.
- **Supportive:** Understands others through listening and empathy, works well in a team and actively involves others by valuing individuals' unique perspectives.
- **Structured:** Works methodically to organise and plan tasks, upholds standards and works quickly, able to multitask to produce outcomes.

Core Capabilities

The Riawunna Administration Support Officer demonstrates a strong commitment to community engagement and student focus by contributing to the social, cultural, and educational success of Tasmanian society and its students. They foster a sense of belonging, actively support continuous improvement, and ensure that all processes and practices deliver meaningful outcomes for students, staff, and the community.

- **Community Engagement:** Role models a genuine commitment to our mission and plays an active role contributing toward sustainable social, economic and cultural progress for the Tasmanian society we serve.
- **Student Focus:** Able to bring the student experience lens to all work activities, contributing to outcomes that evoke student curiosity, interest and passion for disciplinary knowledge and skills.
- **Fostering Belonging:** Fosters a sense of belonging and wellbeing, enables others to feel good and function to their fullest ability and role models respectful, inclusive and professional behaviours.
- **Continuous Improvement:** Continuously finds ways to improve and simplify processes, systems and practices to deliver improved outcomes for our students, staff and community by utilising practices such as Lean, Agile and Design Thinking.

Role Specific Skills, Knowledge and Experience

- This is an Identified position. The appointee will be an Aboriginal and/or Torres Strait Islander person. The University of Tasmania [Identified Position Guidelines](#) provide the requirements for confirmation of identity.
- Skills and experience providing efficient and effective project and administrative support in a fast-paced environment.
- Skills and experience supporting the financial management of an organisation by creating and processing financial transactions using business systems and software.
- Ability to accurately and comprehensively maintain records, assets, and student data, along with procurement responsibilities for office, event, and program supplies within the delegation of the role, ensuring resources align with program needs.
- Strong interpersonal skills to strengthen and maintain effective communication and collaboration with university staff, external stakeholders, Aboriginal organisations, and the

community.

- Demonstrated ability to communicate effectively and in a culturally informed and sensitive manner with Aboriginal and Torres Strait Islander people.
- Demonstrated ability to provide excellent student and community-focused service, ensuring timely responses to enquiries and referrals.
- Demonstrated willingness, initiative and high-level skills to support staff coordinating and overseeing events and activities at the Riawunna Centre.
- Demonstrated ability to contribute to the development of marketing and promotional strategies for Riawunna, in consultation with the appropriate role (e.g. Aboriginal Student Advisors, Riawunna Manager).
- Demonstrated ability to actively support and contribute to Riawunna meetings including creating written records or discussions, contributing to strategic discussions for effective decision-making, and other tasks as directed by the manager.
- Excellent time management skills combined with the ability to prioritise tasks effectively.
- Strong initiative and excellent judgement for assessing and solving operational problems and understanding where referral to others is appropriate.

Qualifications and Licences

- Diploma level qualification in Administration with relevant work-related experience, or an equivalent combination of relevant experience and/or education/training.
- Current Drivers License
- Working with Vulnerable People Registration or the ability to obtain

Other Requirements

To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa that enables you to fulfil the requirements of this role.

As part of our commitment to a safe and inclusive workplace, employment history and criminal background checks may be conducted as part of the selection process.

Regular intrastate travel to our Tasmanian campuses is a requirement of this position.



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The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position