



POSITION DESCRIPTION

## **Administration Officer**

April 2024

UNIVERSITY of  
**TASMANIA** 

## Position Summary

College / Division	College of Sciences and Engineering
School / Section	College Office
Location	Hobart
Classification	<u>HEO Level 4</u>
Reports to	Coordinator, Capability
Direct reports	Nil

## The Opportunity

The Administrative Officer provides frontline service, in a regional, networked and customer focused team, in a fast paced, high-volume environment. Delivering critical, day-to-day service-related activities for the University.

Our College Services Administrative Officers provide a broad range of high-quality administrative support and front-of-house reception to Academic Units across the College of Sciences and Engineering, with a strong focus on contributing efficient and responsive processes to support the day-to-day operations of the College.

You will need to be a team player, and your strong organisational skills will assist you in working on multiple tasks at any one time. Taking initiative and effective prioritising is key to how you operate and will be second nature to you. Communicating with stakeholders by phone, online and in person will complement your work across multiple systems, including our service management system.

## About the University of Tasmania

In 1890, our university was founded with an important purpose: providing our island with the academic excellence to thrive. Today, we continue to make our home a better place. And working together, we do extraordinary things that have global outcomes.

From early on, our role has been to help people flourish and thrive. Isolation and a small population require us to work harder. The stories of our island are told by those needing to solve unique problems in unique ways. Here, success takes a quiet determination and adaptability. In turn, this makes us broader, more rounded, multi-skilled thinkers and creative problem solvers, and it sees our institution generative powerful ideas for and from Tasmania.

Because of our unique setting and challenges we go beyond creating places of learning. We strive to stimulate economic growth, lift literacy, improve health outcomes for Tasmania and nurture our environment as it nurtures us.

We welcome enquiring minds, from near and far, to join us in our pursuit of the extraordinary.

## Accountabilities and outcomes

### Purpose

The Administration Officer will understand and support the activities of the College of Sciences and Engineering, through excellent service delivery of a broad range of front of house and administrative support including communications, finance, purchasing, people, travel, and facilities management.

### Key Result Areas

- Complete a broad range of administrative duties to assist and support the service delivery needs of the College's Academic Units.
- Actively contribute to a people centric service experience by developing and maintaining strong people focused relationships with stakeholders, knowledge of policies, processes, and systems relevant to Academic Units.
- Support the service requirements of the College in a consistent manner by contributing to the development and implementation of Standard Operating Procedures and effective use of university systems (e.g., Service Management System).
- Support continuous improvement initiatives and projects related to the team's service delivery areas to improve service offering and customer experience and ensure compliance with relevant legislative requirements, internal policy, and procedures.
- Undertake other duties commensurate with HEO level and participate in college projects as required.

### 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

- **Detail Oriented:** Produces high quality work through attention to detail, checking for errors and following procedures to finish tasks within specified timescales.
- **Resilience:** Able to stay calm under pressure. Adept at calming others and resolving conflict in stressful situations.
- **Structured:** Works methodically to organise and plan tasks, upholds standards and able to multitask and work quickly to produce outcomes.
- **Supportive:** Understands others through listening and empathy, works well in a team and actively involves others by valuing individual's unique perspectives.
- **Driven:** Takes action and uses initiative to seize opportunities and pursue outstanding results, even when presented with difficulties or setbacks.
- **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.

## Core Capabilities

- **Continuous Improvement:** Continuously finds ways to improve and simplify processes, systems, and practices to deliver improved outcomes for our students, staff, and community.
- **Self-Awareness and Interpersonal Skills:** Recognises and regulates emotions and behaviour in the work context and effectively builds relationships with others to create a collaborative and empowering environment that enables people to achieve and thrive.
- **Holistic Decision Making:** Able to form sound judgements based on all available information, considering the potential impacts of decisions from a broad range of perspectives before taking definitive action, within scope of practice.
- **Growth Mindset:** Adopts a growth mindset and consistently seeks feedback and is comfortable with taking risks and experimenting to improve over time.

## Role Specific Skills, Knowledge, and Experience

- Demonstrated administrative skills including experience with a range of software applications, including email, spreadsheet database, presentation software, and the internet as a resource.
- Demonstrated commitment to customer service excellence and proactively contribute to the continuous improvement of systems, processes, and procedures.
- Proven ability to work in a collaborative team environment and demonstrated capacity to act independently within established guidelines, exercising discretion and sound judgement.
- Effective interpersonal, resilience, communication and influencing skills with a positive can-do attitude that enhance an ability to communicate effectively with a broad range of people.
- Exceptional organisational skills with strong attention to detail and a demonstrated ability to prioritize and complete tasks within defined deadlines.

## Qualifications and Licences

- Completion of a Certificate IV/Diploma level qualification, or an equivalent combination of relevant experience and/or education/training.

## 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.





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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.