

## Administration Assistant

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<b>College/Division</b>	Division of the Chief Operating Officer
<b>School/Section</b>	College Services – University Services
<b>Location</b>	Hobart/Launceston
<b>Classification</b>	HEO3
<b>Reporting line</b>	Reports to Team Leader, College Services

### Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social and cultural future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a people-centred University that is values-based, relational, diverse, and development-focused.

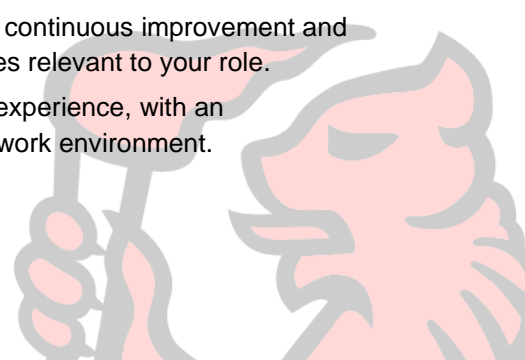
We are seeking to appoint an Administration Assistant within College Services, part of the University Services Portfolio within the [Division of the Chief Operating Officer](#). Incorporating the units of Shared Services and College Services, the operations of University Services brings together our frontline service teams into a regional, networked and customer focussed team of skilled professionals delivering critical, day-to-day service-related activities for the University.

As a member of College Services, the Administration Assistant provides seamless administrative and customer service delivery, particularly focused on contributing efficient, lean and responsive processes to support the day-to-day operations of the Colleges.

**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.**

### What You'll Do

- Provide support for enquiry management, in person, by phone, email or through university systems ensuring your up to date understanding of knowledge base resources and actively contributing to their development based upon your day-to-day interactions.
- Deliver processes and services to support the administrative requirements of the Colleges utilising University systems (for example, ServiceNow).
- Perform administrative tasks/assignments which require attention to detail and proficiency in the work area's processes and procedures and how they interact with other related functions; contribute to documentation and regular updating of standard and non-standard operating procedures.
- Provide support to internal communications and events as directed, including interacting with students, their supporters and members of the general public to professionally represent UTAS.
- Apply a Lean methodology to your work, identifying and implementing continuous improvement and actively engaging in training, development and networking opportunities relevant to your role.
- In all aspects of your work, deliver the highest standards of customer experience, with an understanding of the complexity and diversity of the higher education work environment.



- Provide direction and supervise and/or coordinate staff or students engaged to undertake specific tasks.
- Undertake other general administrative duties consistent with this role description as assigned by the supervisor.

Occasional travel between campuses, or work in different buildings, may be required of the role holder.

### What We're Looking For (success criteria)

- Completion of a Certificate III, or an equivalent combination of relevant experience and/or education/training
- Demonstrated ability to perform administrative tasks with a high degree of accuracy, and to prioritise workloads and meet deadlines
- Excellent interpersonal skills that enhance an ability to communicate effectively with a broad range of people
- Demonstrated commitment to maintaining confidentiality, using discretion and sound judgement
- Demonstrated ability to work collaboratively and harmoniously in a team environment, contributing to team planning and shared tasks with confidence and sensitivity towards others
- A high level of computer literacy, including competence in the Microsoft 365 suite, and experience with other database operations

### University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

More information:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/careers/our-people-values-and-behaviours>

*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 above may be altered in accordance with the changing requirements of the position.*

