POSITION SUMMARY

The role of the Executive/Administrative Assistant (TELT Systems and Services) is to provide high-level executive and administrative support to the Senior Manager (Educational Technology, Strategy and Operations) and daily operational support to the Manager (Operations and Administration) within the Learning & Teaching Unit (LTU). The incumbent will liaise with all levels of management and employees to carry out the position requirements effectively.

Duties include the provision of a broad range of high level support services, including day to day management of the work of the Senior Manager (Educational Technology, Strategy and Operations), providing advice on workflow and diary management, coordinating travel, meetings and events, database and records management and effective communication with senior management, stakeholders and visitors to the Unit.

ORGANISATIONAL ENVIRONMENT

Overview of the Divisional Work Unit

The Learning and Teaching Unit is responsible for leading and supporting the development and implementation of strategies, programs and initiatives to improve students' experience of learning and to enhance the capabilities of the University’s staff in relation to the design, development, implementation and evaluation of technology enabled learning, teaching, curricula and the resources to support learning and/or teaching.

The core role / function of the TELT Systems and Services team is to develop and support the suite of technologies and applications that support eLearning and technology enabled learning and teaching at UNSW.

Statistics

UNSW has more than 50,000 students, including approximately 13,000 international students from over 120 different countries. The University offers more than 600 undergraduate and 300 postgraduate programs supported by over 5,300 staff. In addition, UNSW has developed an extensive network of alumni chapters throughout Asia

The offering of Open & Online courses is an experimental endeavor by UNSW. Course enrolment numbers are not known at this stage.
The Learning & Teaching unit has approximately 40 staff and an Operational budget of $5.12M; L&T Strategic Funding of $1.5m and $510K in external Australian Learning & Teaching Council grants funding.

Reporting Relationships

The Executive/Administrative Assistant (TELT Systems and Services), reports to: the Senior Manager (Educational Technology, Strategy and Operations).

Other positions reporting to the Senior Manager (Educational Technology, Strategy and Operations) include: Manager (Educational Technology, Operations and Services).

Positions reporting to this position: N/A

This position works closely with all staff in the Learning and Teaching Unit; and will liaise closely with clients and key stakeholders in the faculties and schools including Associate Deans (Education), Heads of Schools and Program Co-ordinators.

KEY DUTIES AND RESPONSIBILITIES

- Manage the work schedule of the Senior Manager (Educational Technology, Strategy and Operations) including diary management (electronic); prioritising incoming mail to set work schedules for the Senior Manager (Educational Technology, Strategy and Operations); arranging travel and accommodation; arranging conferences internal/external; and screening of and responding to enquiries with minimal direction.
- Provide high quality administration including establishing and maintaining effective filing systems, registration and distribution of mail, drafting of correspondence, preparation of minutes, agendas and presentations and, arranging purchases and processing claims for expenses incurred by the Senior Manager (Educational Technology, Strategy and Operations) including travel and other miscellaneous expenses.
- Support the Senior Manager in development of strategy by undertaking assigned tasks and assisting in the preparation of strategy, portfolio, program and project documentation and analysis.
- Act as secretary at required TELT Systems and Services and broader LTU meetings as requested by the Senior Manager (Educational Technology, Strategy and Operations) and Manager (Operations and Administration). Prepare and track timelines for finalising and distributing agendas and meeting papers, and co-ordinate follow-up action and outstanding issues from minutes.
- Support the Manager (Operations and Administration) in the effective implementation and coordination of the Unit’s Information Technology (IT) requirements in line with UNSW policy requirements including asset management, maintenance of databases, records management and communication with staff.
- Provide a professional standard of support to the Senior Manager (Educational Technology, Strategy and Operations) and Manager (Operations and Administration) and assist with the implementation of revised UNSW policies and procedures across the Unit ensuring compliance.
- Co-ordinate and provide administrative support of events (seminars, forums, conferences and meetings) including liaising with and/or co-ordinating speakers and facilitator/s; ensuring all materials and stationery supplies are
pre-ordered; organising printing and collating of materials; arranging room bookings, catering and IT/AV equipment as required.

- Perform any other duties appropriate to this classification, as required by the Senior Manager (Educational Technology, Strategy and Operations) and Manager (Operations and Administration).
- 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**

- A degree with three years administration experience or an equivalent level of knowledge gained through any combination of education, training and experience at a senior level.
- Previous experience in a senior administrative role and the ability to demonstrate confidence in communicating effectively at all levels internally & externally.
- Demonstrated high-level skills in providing administrative support at a senior level.
- Demonstrated use and understanding of correspondence management systems in a large and complex environment.
- Excellent written and verbal communication skills, including the ability to initiate and prepare correspondence, briefing papers and reports.
- Excellent, organisational and project management skills, with the ability to be pro-active at all times.
- Demonstrated ability to work independently with minimal supervision and collaboratively as part of a team.
- The ability to manage conflicting demands and show initiative in resolving problems.
- Demonstrated high level of computer literacy including word processing, spreadsheet and database skills, electronic mail systems and digital document management and project management toolsets.
- Experience in supporting the administrative requirements of Technology Enabled Learning & Teaching initiatives within a university environment would be desirable.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.