Position Description

Administration Assistant
UNSW Scholarships & Co-Op Program

Level: 5
School/Unit: UNSW Scholarships & Co-op Program
Date: January 2015
Faculty/Division: DVC (Academic) & Registrar
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POSITION SUMMARY

An Administration Assistant is required to deliver outstanding customer service as the first point of contact/public face of the UNSW Scholarships & Co-op Program office. The role can be highly demanding because the office is high traffic and communications about scholarship details are always high stakes. The position includes both a receptionist & administrative role and interfaces with an extensive range of key internal & external University stakeholders.

The Administration Assistant is responsible for communications (face to face, telephone, email, written responses to enquiries/questions) including appropriate tone & manner; support in compiling and providing accurate information about general scholarships and the Co-op Program including attention to detail and follow-up, to prospective students, parents, High School Careers Advisers/Principals, scholars, academics and representatives from industry etc.

The position is also responsible for general office administration tasks (maintaining/ordering supplies; managing the office events calendar; meeting room bookings; travel/accommodation booking; maintaining accurate records of office equipment/contact details etc; preparation and distribution of materials (standard letters; mail-outs; academic review letters); organising events etc as required by both units. Additional responsibilities, including Administration Assistant support to the Managers of the two units (Scholarships & Co-op), additional data recording; website monitoring/maintenance support to both teams, as and when other duties permit.

ORGANISATIONAL ENVIRONMENT

Overview of UNSW Scholarships & Co-op Program

UNSW Scholarships is responsible for the processing of all undergraduate and postgraduate coursework scholarships (excluding the Co-op Program) for local and international students, and for assisting the University to ensure compliance with relevant financial requirements and legislation. The scholarships administered may be funded from a variety of sources, including internal UNSW funds, University Foundation, external bodies, government and industry.

The UNSW Co-op Program is an industry funded, career development scholarship program that allows high-achieving students to acquire practical work experience whilst undertaking university study. In addition to professional development, scholarship holders receive financial support for the duration of their studies and develop leadership and business readiness skills.
Statistics
There are currently more than 1600 undergraduate scholarship holders and approx. 350 Co-op scholars at any one time. Each year the office receives over 6000 applications and interviews about 500-600 students. We have industry contacts in over 200 sponsor companies and 100+ major High Schools.

Reporting Relationships

Supervisor’s title: General HR issues - Manager, UNSW Scholarships; Scholarships issues - Manager, UNSW Scholarships; Co-op program issues – Manager, UNSW Co-op Program

Other positions reporting to the supervisor (Manager, UNSW Scholarships): Senior Scholarships Officer, Scholarships Officers, Elite Athlete and Sports Scholarship Coordinator.

Other positions reporting to the supervisor (Manager, UNSW Co-op Program): Scholar & Communications Manager, Scholar Administrator and Systems Coordinator, Industry Partnership & Development Manager, Industry Liaisons

KEY DUTIES & RESPONSIBILITIES

Level 5

- Deliver excellence in customer service at all times, particularly in dealing with inquiries about scholarships and the provision of advice and feedback to current & potential students, UNSW staff, sponsors, schools and other external organisations in a friendly, efficient and professional manner.
- Reception and general clerical duties including mail outs, producing a wide variety of correspondence and documents, photocopying, scanning, printing, collecting and collating forms, filing, stock control, maintain office supplies, equipment and stores and maintain the general presentation of office common areas.
- Work co-operatively within a team setting and support both teams and Managers in performing their general functions as required, particularly the preparation and mailing of communications and marketing materials such as letters/certificates; general mail outs; events/invitations; student contacts; interview timetabling; maintenance/updating of Schools lists, as well as the processing of scholarship & Co-op applications as required.
- Assist with the organisation of Scholarship and Co-op events, functions and school visits including the booking of rooms, ordering food and beverage, production of name tags and other organisational aspects.
- Administration tasks such as processing eProcurement requisitions, works and service orders, manage calendars and appointments and other online administrative tasks. Ensure that all relevant web sites and physical & database records are up-to-date & accurate, including the annual audit/control of new Co-op scholarship numbers throughout the year.
- 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
- Support one or both teams in the provision of specific record keeping & data management.
- Contribute to improving the efficient running of UNSW Scholarships and the Co-op Program, including websites, databases and promotional materials.
- Provision of feedback and recommendations to improve/streamline key offices processes& customer service involving stakeholder inquiries particularly relating to scholarship applications.
- Collect, analyse and report on varied aspects of the Units effectiveness & activities.
- Manage the processing of scholarship applications from an administrative perspective.
• Organise Scholarship and Co-op functions and coordinate events such as Scholarships Information Evening and Scientia Distinguished Speakers Series, including liaising with students and staff, venue booking and event day management.

• Assist in the organisation of the Co-op Scholar Ambassador Program including contacting schools re visits, preparing materials and resources, administration and payment.

• Manage casual staff, including delegation of tasks to casual staff members who will undertake front desk and reception duties when project work is required by the Manager /team.

• Other duties as required.

SELECTION CRITERIA

Level 5 – ESSENTIAL CRITERIA

• Excellent customer service skills & ability to remain calm under pressure, ideally with experience in a high traffic/highly demanding receptionist/administrative role in a student services environment or similar

• Excellent interpersonal, oral & written communication skills and cross cultural sensitivity.

• Ability to build rapport with Careers Advisers/Schools and Scholar Ambassadors and represent the University to these key stakeholders.

• Excellent administrative and organisational skills.

• Demonstrated ability to work both independently and co-operatively in a team situation, showing initiative and providing proactive support.

• Ability and willingness to provide guidance and support to co-workers and foster a strong team environment.

Experience and proficiency in the use of word processors, spreadsheets, simple databases, e-mail, internet and Web applications.

• Proven administrative experience, accurate record keeping & ability to manage competing priorities effectively.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training, and sound knowledge of EEO principles.

Level 5 – DESIRABLE CRITERIA

• Previous experience in a busy service-oriented office and working to more than one manager.

• Ability to maintain/update Co-op & Scholarship website pages.

• Experience of working with difficult customer groups and planning/implementing visit schedules.

• Familiarity with Microsoft Access and/or SiMS and NSS (People Soft) student administration systems or similar.