A. JOB PURPOSE

To provide high-level administrative support to a team of Project Officers and Educational Support Advisors located in The Hub, providing customer service delivery, performing general office duties, assisting with purchasing and financial duties, and providing project support for multiple programs.

To act as a first point of contact for the office, responding to enquiries and providing appropriate initial information on service delivery, programs and initiatives.

The successful applicant will be required to demonstrate initiative and work as an enthusiastic team member in a unique open planned work environment.

B. MAIN DUTIES

• Provide high level project and administrative support to the Hub team, ensuring documentation is kept appropriately, including securing confidential and sensitive information

• Act as an initial point of contact for students and university staff; manage enquiries, organise appointment and room bookings, and provide appropriate information on service delivery, programs and initiatives

• Undertake general office management tasks, including processing financial transactions as required including purchasing, raising invoices, purchase orders and reconciliation of credit card transactions

• Demonstrate appropriate problem-solving to enhance the quality, efficiency and effectiveness of services for all stakeholders

• Contribute to the organisation of meetings, chairing, minute taking and compilation of reports as required

• Participate in promotional activities and events including Information days, Orientation Week, Open days etc

• 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 others in the university

• Other relevant duties as required
C. ENVIRONMENT

Position Context

The Hub (Student Life and Learning) is home to a team who provide a wide range of opportunities designed to facilitate student success and enrich the on campus experience through the provision of engagement, development and support services.

It is a space where students can engage in opportunities to build competencies and leadership capacity, access support through the Educational Support Advisor team, engage in individual or group study, or simply relax in a welcoming environment.

The Hub also provides a working space for interns, students on placement and student volunteers.

Reporting Relationships

Administrative Officer reports directly to the Student Engagement Coordinator in Student Life and Learning, who reports directly to the Director, Student Life and Learning, who in turn reports to the PVC (Students) and Registrar.

D. PRINCIPAL ACCOUNTABILITIES

- Provision of effective and efficient high level administrative support in administering projects and activities of Project Officers and Educational Support Advisors within The Hub

- Provide a high level of customer service and respond promptly to enquiries and requests for appointments, including responding in a timely manner, and providing appropriate information on service delivery, programs and initiatives

- Contribute to positive internal and external working relationships

- Timely processing of financial transactions including: purchasing, raising invoices, purchase orders and reconciliation of credit card transactions

- Responsible for maintenance of documentation and records as per requirements, including handling of confidential information

- Demonstrate appropriate problem-solving to enhance the quality, efficiency and effectiveness of customer and administrative services for the benefit of all service stakeholders
E. SELECTION CRITERIA

- Relevant administrative experience and excellent time management skills
- Demonstrated customer service skills, excellent interpersonal skills and ability to react appropriately in sensitive situations
- Well developed written and verbal communication skills including the ability to liaise with staff and external agencies to establish effective professional relationships
- Ability to act with tact and discretion and to maintain confidentiality
- Demonstrated ability to effectively plan and manage complex and competing demands
- Demonstrated proficiency in the use of a range of software packages including Microsoft Office suite (Word, Excel, PowerPoint), email and internet based systems
- Understanding and experience in general office management, including purchasing and accounts.
- Knowledge of Equal Opportunity principles and Work, Health, Safety (WHS) responsibilities and commitment to attending relevant WHS training