



POSITION DESCRIPTION – General Staff

Position Title: Senior Administration Officer

Level: 5

Faculty/Division: SMART Infrastructure Facility

Primary Purpose of the Position:

Reporting to the Chief Operating Officer, this position will provide administrative advice and professional support services to the SMART Infrastructure Executive and Advisory Council, assist in managing the efficient operation of the SMART secretariat and all administrative functions and assist in the coordination of activities to promote the SMART Infrastructure Facility and its outcomes.

The role encompasses supporting the full range of administration processes including, records and database management, coordination of events and high level meetings, secretariat services for the Advisory Council and the Academic Advisory Council. An important component of this position is the responsibility for relationship management of external and internal key stakeholders whilst providing effective communication.

This position will support the administrative and operational requirements of SMART including the coordination of general administrative staff. The position will provide high level support to the Chief Executive Officer, the Chief Operating Officer and other senior staff within SMART particularly in relation to planning, managing information, development and implementation of office procedures. The person will be required to develop and continuously improve systems relating to SMART Infrastructures administrative and operational activities.

This is a relatively new position within a newly established organisation where the person will need to be able to work effectively in a dynamic environment, bring initiative and passion to the role and work within a highly professional team with a flexible can do attitude. The position will be located across two sites being the Sydney Business School, Sydney and the University of Wollongong main campus with attendance in Sydney required approximately 2 days per week as required by the CEO.

Position Environment:

The SMART Infrastructure Facility is a world class comprehensive research and training facility of integrated laboratories that will address the way that infrastructure related disciplines are taught and researched. SMART is the first of its kind in Australia, and one of a very few in the world. It will promote research collaboration across traditional disciplines; increase and expand research capacity; stimulate collaboration with industry, government and research institutions; and provide an independent, comprehensive, multi-disciplinary facility for holistic and evidence-based evaluation of infrastructure.

This new venture provides an exciting opportunity for highly motivated, flexible and multi-skilled individuals to work as part of a committed and outcomes-oriented team that will shape and build SMART as a strategic priority for the University over the next few years. The position environment will be dynamic with changing demands and emphasis as the Facility develops and grows; this environment will suit team members who are adaptable, happy to take on new challenges and prepared to assist across functions and step out-side job boundaries at times in the interests of achieving demanding deadlines and common goals.

Major Accountabilities/Responsibilities:

Responsibilities	Outcome	Percentage of time	Office Use Only
1. Provide advice and program support to the SMART Infrastructure Executive including: <ul style="list-style-type: none"> Preparation of agendas, meeting reports, presentations and minutes for high level meetings and discussions; Assessment of urgent requests, prioritising issues and exercise of appropriate responses and delegations. 	Quality secretariat services provided to SMART Secretariat, high level committees, effective systems and reporting in place for range of program activities, and professional and effective reporting and relevant data for accurate planning.	20%	
2. Support SMART office operations and establish and maintain a full range of administrative processes, in line with University policies and procedures including: <ul style="list-style-type: none"> Records and enquiries and management, and reporting from various databases and registers; Procurement of office consumables and maintenance of office facilities and equipment; Arranging SMART related and funded travel including approval and reporting processes. 	Operating procedures are developed and documented and operational needs are serviced appropriately	20%	
3. Undertake team leader activities including: <ul style="list-style-type: none"> Mentoring and rostering of reception and administration staff and allocation of tasks as appropriate; Monitoring administration outcomes against annual business plan priorities Communication and consultation with all staff on office organisation and processes. 	Proactive and satisfied staff with an understanding and acceptance of office procedures and well targeted, strategic communication activities	20%	
4. Assist in the development of a program of Research Network seminars, conferences and public relations events, and coordinate and supervise their delivery by administrative staff and external agencies as appropriate.	Well organised events that lift the profile of SMART & effectively engage stakeholders	20%	
5. Establish and manage relationships with SMART Advisory Council members and key staff, Academic Advisory Council members, suppliers, clients, and collaborative partners within and external to UOW including: <ul style="list-style-type: none"> Providing a point of contact for internal/external clients, resolving issues as appropriate; Maintaining contact with government and other key agencies in relation to release and distribution of information. 	Strong and positive relationships developed and increased funding opportunities are identified and communicated	20%	
6. Maintain good relationships with key stakeholders including Council members and community leaders. Represent SMART at various functions, meetings, workshops and events.	Productive and positive stakeholder relations	Ongoing	
7. Observe principles & practices of Equal Employment Opportunity	Ensure fair treatment in the workplace	Ongoing	
8. Have OH&S responsibilities, accountabilities and authorities as outlined at: http://staff.uow.edu.au/ohs/commitment/responsibilities/	Ensure a safe working environment for self & others.	Ongoing	

Reporting Relationships:

Position Reports to:	Chief Operating Officer, SMART Infrastructure Facility
The position supervises the following positions:	
Other Key Contacts:	SMART Chief Executive Officer Deans of Faculties and their assistants SMART Advisory Council SMART Academic Advisory Council Other SMART operations staff Contractors and suppliers HR and Finance Departments

Key Challenges:

1. Providing a responsive and knowledgeable point of contact for high level internal and external stakeholders within a team and start-up environment
2. Coordination of appropriate program of seminars, events, meetings and communication strategies.
3. Developing administrative policies, processes and systems to support a developing organisation
4. Embracing new tasks and managing competing priorities and meeting demands in a growing organisation
5. Managing the professional development of SMART office staff in relation to teamwork, customer service, continuous improvement and service delivery

Selection Criteria - Knowledge & Skills:

Essential:

- Experience in high level administrative processes within a large organisation and demonstrated ability to develop and manage administrative processes within the immediate work unit
- Demonstrated experience of customer service principles and relationship management
- Highly competent user of Microsoft products
- Excellent written and verbal communication skills and demonstrated ability to prepare executive level reports
- Demonstrated skills in stakeholder management and relationship building
- Demonstrated problem-solving, negotiation and conflict management skills
- Excellent time management and organisational skills
- Excellent team leadership skills

Selection Criteria - Education & Experience:

Essential:

- Tertiary qualifications in a relation to Administration and/or relevant professional experience and training deemed to be equivalent.
- Extensive administrative experience including experience as an office administrator or provision of broad administrative responsibilities at the senior level of a substantial organisation.
- Extensive experience in relationship building and the management of those relationships.

Selection Criteria - Personal Attributes:

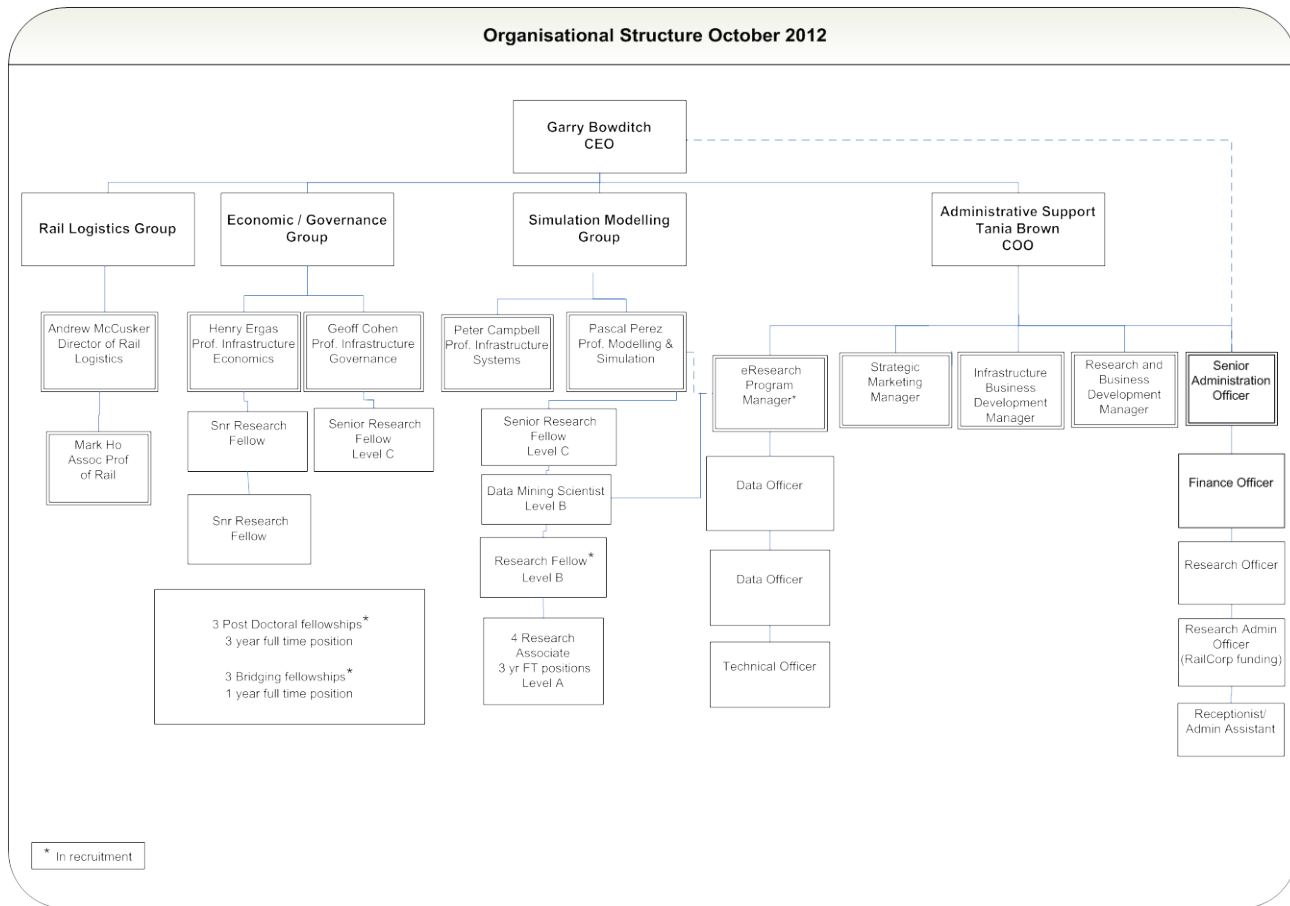
- Ability to apply a broad range of skills and be flexible in the context of a fast developing environment.
- Service and outcome oriented attitude, responsiveness and adaptability.
- Attention to detail and commitment to delivering high quality outcomes.

- Engaging and professional attitude with exceptional communication and interpersonal abilities.
- Ability to exercise sound independent judgement and to take initiative within University and SMART policies.

Special Job Requirements:

- Ability to work after hours to attend events as required.

Organisational Chart:



Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Personnel: _____

Date: _____