

POSITION DESCRIPTION – General Staff
For levels 1 to 5

Position Title: School Administration Officer Level: 5

Faculty: Law, Humanities and the Arts

School:

- The School of the Arts, English and Media
- Humanities and Social Inquiry
- Law

Primary purpose of the position:

The Faculty of Law, Humanities and the Arts aims to become one of the University of Wollongong's biggest contributors to UOW's attainment of ranking in the top 1% of universities worldwide. Therefore, the Faculty has a strong commitment to providing high quality services for both staff and students.

This position will assist in the coordination of timely, efficient and high-level support services to the staff and students to one of the schools in the Faculty of Law, Humanities and the Arts. It will contribute to setting standards across the Faculty's administration processes and systems and will work closely with the School Manager to ensure ongoing quality assurance, improvement and compliance. It will also contribute to the support services delivered in the School's Student Service Centre as well as assisting in projects, events and other administrative duties associated with the Faculty's broader strategy to enhance the student experience.

Position Environment:

The Faculty of Law, Humanities and the Arts is a newly formed Faculty at UOW. It is one of five Faculties at UOW with a strong reputation across disciplines in research and teaching and learning. Our reputation is reflected in the demand for the Faculty's courses in Australia (Wollongong; Sydney; South Coast and Southern Highland campuses and education centres) and off-shore (Dubai and South-East Asian institutions). The Faculty has significant local, national and international research linkages that contribute strongly to a robust research profile.

The Administrative Officer will form part of the small administrative team in one of the three schools of the Faculty. The position will contribute to the realisation of the Faculty's operations and work collaboratively with other School Administrative Assistants to ensure School operations are effectively supported across the Faculty. This means that the Administrative Officers positions will be required to work in different schools depending on the needs of the Faculty and school.

Major Responsibilities:

Tasks	Percentage of time	Office Use Only
1. Assist in the workflow coordination and provision of high level, quality customer service to staff and students through the School's Student Service Centre ensuring adequate support and coverage of complex enquires via multiple service channels and including:	15%	

Tasks	Percentage of time	Office Use Only
<ul style="list-style-type: none"> • Information on course rules and regulations, requests for major/minor information, enrolment and re-enrolment process, advanced standing, cross institutional study, course transfers, academic consideration, deletion of failed subjects, resolving problems as far as practicable, UOW services available to student and staff. 		
<p>2. Manage administrative matters including:</p> <ul style="list-style-type: none"> • Establishing administrative standards and ensure compliance within and across Schools through provision of supervision, mentoring and training of staff as required. • Co-ordinate knowledge management processes and systems within and across Schools and ensure compliance with University policy • Propose and implement continuous improvement in administrative operating systems and procedures • Liaise with the HOS and School Manager to manage and maintain professional, community and industry links. • Set up and maintain numerous spread sheets and databases and produce reports as required. Produce briefing notes, presentations and other written material as instructed by the Executive Dean in compliance with UOW policy and procedures. 	20%	
<p>3. Assist in the workflow coordination and provision of high level professional services to one of the three Schools including, but not limited to:</p> <ul style="list-style-type: none"> • supporting School Committee and Sub-Committee meetings including agendas, minutes and actions • general administrative support to the School's casual academic teaching staff (CATES) across main and satellite campuses • support for all school events and seminars including research seminar series, visitors • Support Faculty events and recruitment activities as required • support student engagement activities such as internships, student awards, Dean's Scholars, student societies, sponsorship and scholarships opportunities 	25%	
<p>4. Provide high level administrative support to the School including:</p> <p>Event development, planning and coordination Maintaining student awards Records management coordination Assisting the School Administration Manager and individually undertaking key learning and teaching related tasks, including:</p> <ul style="list-style-type: none"> • curriculum and subject review • course and calendar handbook maintenance • annual teaching timetabling • subject database maintenance • academic workload and recruitment • accreditation of courses • maintenance of School online resources • course and subject management administration • timetables administration • exams administration (both formal and informal) • subject database administration 	30%	

Tasks	Percentage of time	Office Use Only
<ul style="list-style-type: none"> Other school administrative functions. 		
5. Assist in the workflow coordination and provision of support and assistance to the Head of School, School Manager and Sub Dean which will include co-ordination of key tasks such as recruitment, appointment and HR support for casual tutors, computer lab demonstrators, subject and research assistants.	5%	
6. Undertake any other duties as directed by the School Manager or Executive manager commensurate with skills and abilities and undertake special administrative projects as requested by the Executive Dean and Executive Manager.	Ongoing	■
7. Contribute towards the development of Quality Assurance, Systems and processes to improve operations or procedural issues when they arise	Ongoing	■
8. Observe principles and practices of Equal Employment Opportunity.	Ongoing	■
9. Have OH&S responsibilities, accountabilities and authorities as outlined in the OHS Roles and Responsibilities Document.	Ongoing	■

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Reporting Relationships:

Position Reports to:

School Administrative Manager

The position supervises the following positions:

On occasion, supervising the School Administrative team during the absence of the School Administrative Manager.

Key Challenges:

1. Deputise for the School Manager to assist in the management of varied and conflicting demands to meet agreed standards and timelines.
2. Contributing and adapting to ongoing change and continuous improvement processes.
3. Providing appropriate support to ensure School's and Faculty's strategic goals are met.
4. Maintain collaboration and a team culture across the entire administrative team within the Faculty of Law, Humanities and the Arts.

Knowledge, Experience & Skills:

Essential

- Demonstrated ability to balance multiple priorities, develop plans for workflow management and deliver high quality work outputs to deadline.
- Demonstrated high level written, oral and interpersonal communication skills in a range of contexts including the ability to effectively and sensitively communicate with people across all levels of the organisation and from various cultural backgrounds.
- Demonstrated proficiency with databases spread sheets and web content systems to effectively manage information, data and workflow.
- Demonstrated analytical and problem-solving skills in the management of data the production of reports.
- Demonstrated negotiation and conflict resolution skills in a diverse customer service environment.
- Ability to work as part of a small dynamic team in order to achieve unit goals and foster a collegial and harmonious work environment.
- Demonstrated experience servicing high level committees including preparation of agendas, reports and minutes.
- Demonstrated experience interpreting policy to deliver accurate advice and to inform the development of processes and procedural documentation.

Desirable:

- Previous experience in a tertiary education environment
- Experience in working in a high demand customer service environment.
- Knowledge and skills in using University Systems.

Education:

Essential:

- Completion of a relevant certificate with subsequent relevant work experience or combination of experience and/or education/training deemed to be equivalent

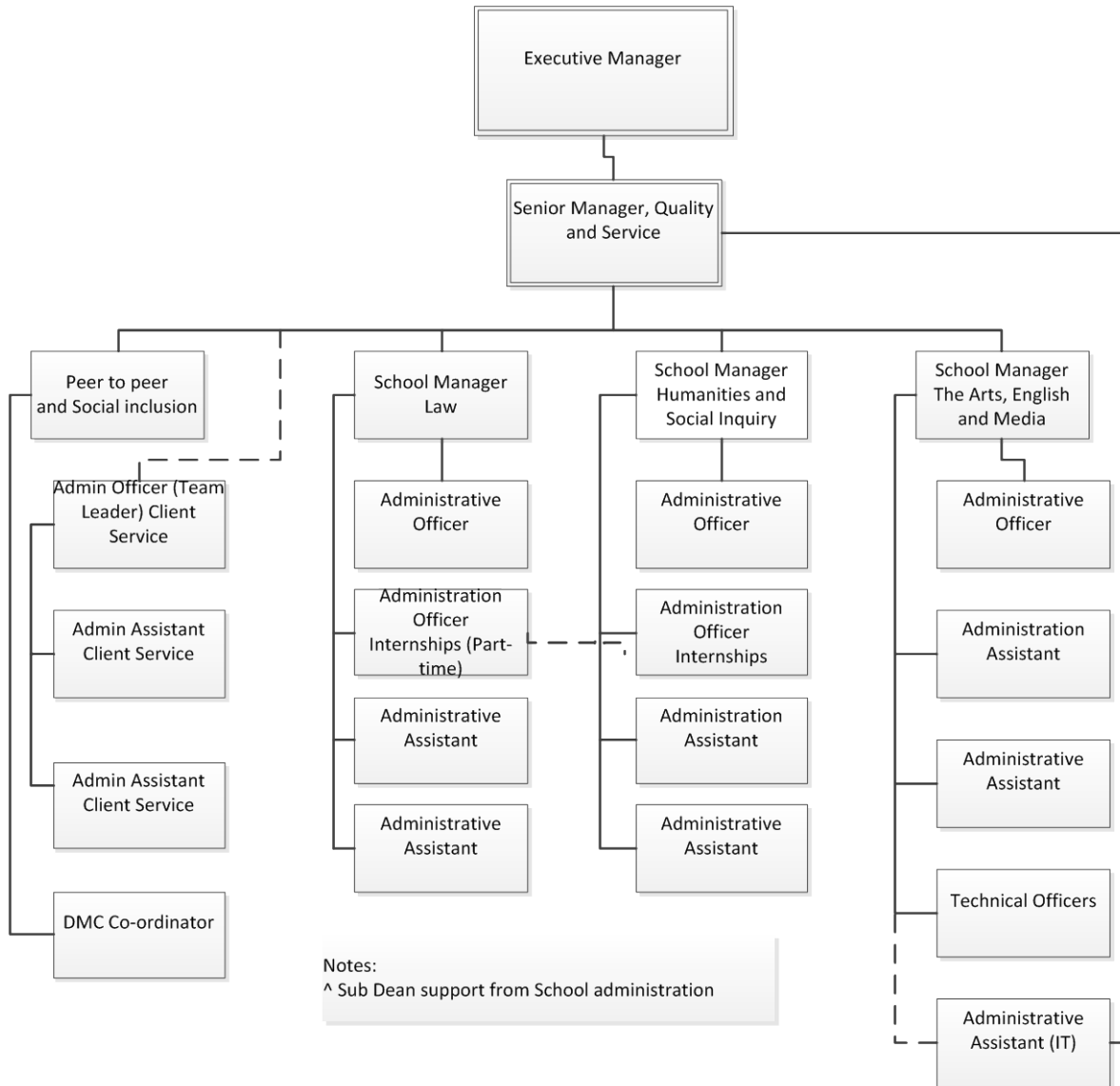
Personal Attributes:

- Team and customer serviced focused with excellent interpersonal skills
- Be eager to take on new challenges
- Ability to foster a positive attitude in an environment of continuous change
- Attention to detail
- Demonstrated commitment to EEO

Special Job Requirements:

- Attendance at some events will at times require work outside of normal span of hours.
- Must be flexible with working hours within the appropriate span of hours.

Organisational Chart:



Approval:

Approval by Executive Manager: _____

Date: _____

Approval by Executive Dean: _____

Date: _____

Approved by Human Resources: _____

Date: _____