UNIVERSITY OF WOLLONGONG

POSITION DESCRIPTION – General Staff
For levels 1 to 5

Position Title:	Administrative Assistant, iAccelerate Hub	Level:	3/4
Faculty/Division:	Research & Innovation	Department/Location:	ICR

Primary purpose of the position:

The position supports the General Manager in the effective administration of the iAccelerate Hub.

Position Environment: (Optional)

iAccelerate is a University of Wollongong led initiative to build and support entrepreneurial skills, innovation and startup activity in the Illawarra.

Opened in March 2014 inside the Mike Codd Building on the Award winning UOW Innovation Campus, the iAccelerate Hub is the physical home of the iAccelerate program, and can house up to 33 early stage and 41 advanced stage entrepreneurs. It will operate until the iAccelerate Centre opens in early 2016.

The iAccelerate initiative includes other ecosystem components: an Entrepreneur Club, an Entrepreneurship Education Program, a Pitching event to match investors with businesses, and a Mentorship Network to provide support to the iAccelerate ecosystem components and the wider Innovation Ecosystem.

The Administration Assistant will report to the iAccelerate Hub General Manager and will have a close working relationship with the clients / residents of the iAccelerate Hub, iAccelerate partners, advisors and mentors, , the UOW Innovation and Commercial Research (ICR) team, and other UOW staff on the Innovation Campus.

The position is a full time role at the iAccelerate Hub.

Major Responsibilities:

Tasks	Percentage of time	Office Use Only
1. Daily organisational support for the iAccelerate Hub including: • General facility inspection, problems reporting and assistance with problems resolution. • Oversee the operation of the electronic payment machine and resolve any issues with its operation. • Payments reconciliation, issue of proactive reminders, overdue reminders and statements. • Maintaining information databases including for example contact detail and information databases related to past, current and potential residents, leads, sponsors, advisors, mentors and partner organisations. • Loading and managing content onto the incuTrack reporting system • Invoice processing via eProcurement, supplies stocktaking and supplies	40	

ordering. • Communications with iAccelerate Residents, Entrepreneurs in Residence, Stakeholders, Partners, Sponsors, Advisors and Mentors, • Fielding phonecalls, answering common queries and acting as visitor reception. • Ensure availability of esential services, stationary and refreshments for residents. • Co-ordinate access to any areas designated as common use areas (e.g. areas assigned as meeting rooms). • Petty Cash management. • Maintain the iAccelerate Hub Mini-library. • Distribute mail that arrives at the Hub front desk. • Other general office administration and support tasks as may arise from time to time.		
2. General support to the General Manager including: • General Correspondence • Physical and electronic filing • Orgnaisation of, and minute taking at, Stakeholder and Advisory meetings • Data gathering, survey response reconciliation, preparion or reports and general correspondence. • Conducting regular resident client satisfaction surveys and/or interviews. • Assist in the development and rollout of new processes and procedures to improve the effeciency, effectiveness and client satisfaction levels w.r.t. operating the iAccelerate Hub. • Assist with instructing ICR marketing team w.r.t. iAccelerate Hub website updates and change requests. • General administrative support tasks including but not limited to photocopying, scanning, laminating, travel claims and expense reconciliation via Promaster, updating contacts lists, diary coordination and diary conflict management.	20	
3. Co-ordinate meetings and events (including Bizchat events, lectures, workshops, guest presentations, VIP visits and professional services clinics) hosted at the iAccelerate Hub. Activities may include, but will not be limited to event planning, promotion, RSVP management, proactive-reminders, ensuring presentation tools are adequate and operational, setting up supplied video and photo recording equipment, arranging guest parking vouchers, arranging catering, issuing post event surveys and other follow up activities.	20	
4. Assist the General Manager in hosting visits by parties interested in taking up residence at the iAccelerate Hub. Host planned and ad-hoc tours of the facility. Ad-hoc promotion of the iAccelerate Hub and related news through social media channels.	10	
5. Provide comprehensive administrative support to the General Manager with activities related to the intake of new residents. Activities may include, but are not limited to answering enquiries, taking applications, reviewing applications, preparing interview agendas and co-ordinating interviewer daires, issuing responses to applicants, preparing & executing standard agreements, issuing access keys/cards and inducting new residents into the iAccelerate Hub.	10.	
6. Supervisory roles: Communicate and consult with staff on workplace and staffing matters.	Ongoing	
7. Observe principles and practices of Equal Employment Opportunity	Ongoing	
8. Have WH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/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: General Manager iAccelerate Hub

The position supervises the following positions: None

SELECTION CRITERIA - Knowledge & Skills:

Essential:
- Demonstrated understanding of frontline customer service principles.
- Demonstrated prior experience in a similar Administrative role with ability to implement and manage administrative processes.
- Excellent oral and written communication skills and a high level of accuracy.
- Demonstrated ability to exercise initiative and judgment in planning, prioritising and executing multiple tasks.
- Demonstrated proficiency with the Microsoft office suite, email and web-browsers.
- Demonstrated experience with event-planning, organisation and coordination
- Excellent teamwork skills.

Desirable:
- Experience with startup ecosystems and / or serviced offices / and / or startups
- Experience with Social Media in a Business Context

SELECTION CRITERIA - Education and Experience:

Essential:
- Relevant degree and/or diploma and/or experience/education/training deemed to be equivalent.

Personal Attributes:

- Ability to work both independently and as part of a team.
- Ability to use initiative to solve administration problems and learn new processes & procedures.

- Ability to liaise with individuals from a wide range of backgrounds at all levels and to maintain confidentiality when handling confidential information.
- An appreciation for entrepreneurship and entrepreneurs.
- A customer-service orientated attitude.

Special Job Requirements:

- Ability to work independently at iAccelerate Hub, Level 1, Mike Codd Building, Innovation Campus
- Ability to work flexible hours when events are held.

Organisational Chart:

Innovation and Commercial Research
Organisational Chart
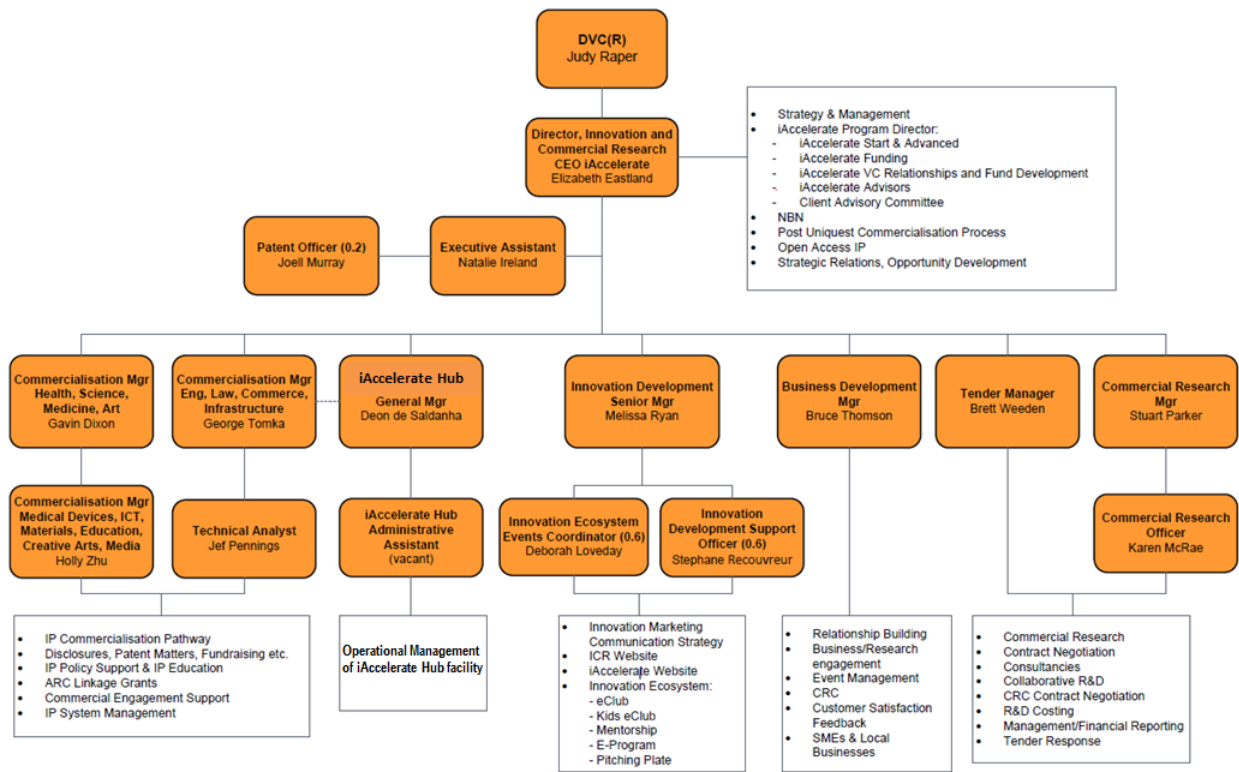
Approval:

Approval by Head of Unit: _____

Date: _____

Approved by Human Resources: _____

Date: _____