

**PROGRAM ADMINISTRATOR
POSITION DESCRIPTION**

Position Title:	Program Administrator	Position Number: 15459	Faculty/Division: Faculty of the Professions
Classification:	HEO3	No. Direct Reports & Highest Classified Position N/A	School/Branch: Executive Education Unit
FTE: 1.0	Reports to: Program Manager	Fixed <input type="checkbox"/> Continuing <input checked="" type="checkbox"/>	Discipline/Unit: N/A
Position Summary:	<p>The Executive Education Unit at the University of Adelaide located within the Faculty of the Professions provides a range of Management Development Programs designed to meet the needs of a diverse customer base of middle and senior managers from commerce, government and industry. The unit is fully self-funded and has a strong commercial and customer focus.</p> <p>The Program Administrator under general direction assists with the administration of public and customised management development programs for middle and senior managers. The position involves processing registrations, printing reports and documentation, and updating information relating to our participants in a customised database. In addition, the position will support general office and reception activities, the collation of program manuals, general office and administrative tasks are completed to support the smooth presentation of programs and will liaise with presenters regarding collection, marking and return of assignments.</p>		
Position Characteristics:	Scope	The Executive Education Unit delivers non-award programs to professionals within the public and private sectors of South Australia and beyond. Approximately 200+ training days to around 1,000 managers with 50% of these representing customised programs.	
	Significant internal/external relationships	<ul style="list-style-type: none"> - Director, Executive Education - Program presenters and participants - Faculty of the Professions - Business School - Client organisations 	
	Special conditions	<p>Set up and clean up program venue and attend functions as required outside of standard hours. Some intra and interstate travel may be required.</p> <p>Primary place of employment is North Terrace campus but may be required to work at and travel to all University campuses and facilities</p> <p>Reasonable workplace adjustments will be made for people with a disability</p>	
	Delegations	Nil	

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Key Responsibilities and Outcomes	1	Provide effective and efficient delivery of administration associated with the presentation of various short programs, custom-designed programs and the Professional Management Program	<ul style="list-style-type: none"> • accurate data entry of all registrations and printing of relevant documentation • liaise with senior managers, presenters, participants and suppliers • interact with corporate customers/clients • prepare course materials
	2	Assist with financial activities	<ul style="list-style-type: none"> • assist in the collection of program fees, and recording of payment details against registrations ▪ process credit card transactions
	3	Assist with the administration of the Executive Programs office	<ul style="list-style-type: none"> • professionally respond to telephone and counter enquiries • assist with updating the Executive Education website • support general office and reception activities across the Unit • other duties as directed by the Director Executive Education
	4	Assist in the set up / clean up of programs	<ul style="list-style-type: none"> • prepare rooms for program delivery • assist with catering as required (including morning tea, afternoon tea and lunch delivery and clean up) • room clean up
Criteria	Capabilities and Behaviours	Communication	<ul style="list-style-type: none"> • Conveys ideas clearly to others, both verbally and in print • Co-operates with others, shares relevant information and seeks information from others as required • Sells ideas and is persuasive in influencing people
		Flexibility and Adaptability	<ul style="list-style-type: none"> • Adapts behaviours in response to constructive feedback • Accepts changes in job role in a positive manner • Is open to new and different ways of doing things
		Service Focus	<ul style="list-style-type: none"> • Responds promptly to the needs of the client even when under pressure • Maintains clear and appropriate communications with the client • Demonstrates active listening and questioning skills to identify client needs and issues

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	Relationship Building	<ul style="list-style-type: none"> Actively works to develop and maintain effective working relationships with others Maintains composure in dealing with others Responds to colleagues in a timely and courteous manner
	Teamwork	<ul style="list-style-type: none"> Understands the work of the group and demonstrates a commitment to team goals Encourages cooperation and collaboration Works effectively in a team environment
	Knowledge and Experience	<ul style="list-style-type: none"> Demonstrate organisational and administrative skills, including the ability to prioritise and manage work in a commercial and customer focussed business The ability to effectively communicate with senior managers in commerce and/or government and/or industry Ability to exercise judgement and use initiative Experience in delivering a professional service to customers in a positive manner Knowledge and experience in maintaining a customised databases Competent computer skills, including experience with Microsoft office suite of products Excellent spelling and grammatical skills with the ability to prepare and present correspondence and documentation Desirable to have experience in web related software
	Qualifications	<ul style="list-style-type: none"> An equivalent combination of relevant experience and/or education/training
Occupational Health, Safety and Welfare Requirements		<ul style="list-style-type: none"> All Supervising staff are required to implement and maintain the University's OH&S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions.

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<p>University Expectations</p>	<p>All staff are expected to:</p> <ul style="list-style-type: none"> • Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; • Participate in the Planning, Development and Review which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions; • Perform their responsibilities in a manner which reflects and responds to continuous improvement; and • Read, understand and comply with all University policies and procedures. 	
<p>Approvals: Head of School / Branch Manager</p>	<p>Head of School / Branch Manager Name: Andrew Stevens Signature: Date:</p>	<p>Director Human Resources Name: Signature: Date:</p>
<p>Acknowledgement of Incumbent</p>	<p>I have read and understood the requirements of the position Name: <i>(please print)</i> Signature: Date:</p>	