

# Administrative Officer

## HEP Level 5

<b>POSITION NUMBER</b>	905326
<b>ORGANISATIONAL UNIT</b>	College of Arts, Business, Law, Education and Information Technology
<b>POSITION REPORTS TO</b>	Coordinator Student Resources and Planning
<b>OVERALL PURPOSE</b>	The overall purpose of the Administrative Officer is to provide high level organisational and administrative support to senior management. The incumbent will perform a range of administrative tasks and functions within the relevant portfolio, in an effective and efficient manner to ensure that high quality services are provided to clients.
<b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b>	<p><b>Within the University the position:</b></p> <ul style="list-style-type: none"> <li>◆ works closely with the Coordinator, administrative team and other staff within the organisational area</li> </ul> <p><b>Outside the University the position liaises with:</b></p> <ul style="list-style-type: none"> <li>◆ external stakeholders</li> </ul>
<b>LOCATION/CAMPUS</b>	The position is currently located at various campuses across the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

### KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

**Deliver** – Excellence Results-driven, accountability, problem solving focus.

**Engage** – Customer service mind-set internally, externally and particularly for students.

**Collaborate and Partner** – Build successful relationships, communicate effectively, influence and negotiate.

**Innovate** – Entrepreneurship, growth, continuous improvement, digital transformation.

**Lead** – Inspire direction, lead change, manage and develop people.

People and Culture use only

Date Updated	00/00/0000	Date Classified	00/00/0000
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## OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

## ORGANISATIONAL UNIT

The College of Arts, Business, Law, Education and IT (interim name) comprises approximately 11,000 students, 150 FTE staff and has an annual operating revenue of over \$100m. The College comprises the disciplines of:

- ◆ Arts (Including Music, Humanities, Screen Media)
- ◆ Education (Including Early Childhood Education, Teacher Education)
- ◆ Law (Including Criminology, Migration Law)
- ◆ Business (Including Accounting)
- ◆ IT (Including Cyber Security, AI)

The focus for the College is to create opportunities for greater interdisciplinary work between disciplines in terms of teaching and research. This cohesive alignment is designed to offer more opportunity to encourage interdisciplinary, industry-engaged research and teaching collaboration, enabling Victoria University (VU) to achieve the strategic and operational objectives, delivering quality learning and teaching programs, employment opportunity outcomes and enhancing the student experience.

The College offers a variety of courses ranging from undergraduate degrees through to postgraduate qualifications, with the majority of the programs offering learning experiences in close association with key industry partners.

## MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Contribute to the review, development and maintenance of administrative procedures, systems and supplies in relation to the overall organisational and administrative functions to ensure an efficient and effective service is provided at all times.
- ◆ Provide high level organisational and administrative support to the College team including responding on their behalf to various requests and undertaking specific information gathering activities to ensure that their administrative needs are met, such as coordinating VLAB requirements, disability access plans and sessional allocations.
- ◆ Assist in performing major duties in the absence of other staff within the work area including Sessional Recruitment and Scheduling.
- ◆ Provide assistance in ensuring that meetings are booked and scheduled in a timely manner.
- ◆ Arrange venues, activities, catering, collate information and circulate papers, ensuring that mailing lists are accurate and up to date, as well as attend and support College events as required.
- ◆ Provide a range of administrative support services such as word processing, filing, drafting routine correspondence, organising meetings and following up on relevant action items.
- ◆ Ensure efficient and courteous reception of visitors and students, dealing with internal and external telephone calls and direct enquiries to promote effective channels of communication.
- ◆ Assist in maintaining the College's Meeting Room bookings and resources.
- ◆ Liaise effectively with organisational units and staff beyond the immediate unit to gather information, stay informed and contribute to the requirements of the organisational unit.
- ◆ Provide factual and accurate information, as appropriate to internal and external stakeholders regarding the area of operation. Eg SET/SEU, UC Lists on CAMS
- ◆ Access and maintain relevant University data bases and systems.
- ◆ Responsible for completing work within specified timelines.
- ◆ Responsible for following University policies and procedures relevant to their role.
- ◆ Coordinate and maintain the College's Y Drive.

## TYPICAL/MAJOR CHALLENGES

- ◆ Display initiative and exercise judgement in the provision of high level administrative services to support the achievement of College/portfolio goals.
- ◆ Prioritise tasks/enquiries and refer more unusual or complex matters to an appropriate senior level for advice/resolution.
- ◆ Monitor and contribute to the development/review of work area policies and procedures.
- ◆ Operates within the University policies, procedures and guidelines.
- ◆ Works collaboratively with others to ensure consistency of advice and solutions.
- ◆ Resolve problems that may arise within the scope of the position.

## LEVEL OF SUPERVISION

- ◆ Operates under routine supervision/general direction from Coordinator, Student Resources and Planning, and may be required to supervise other administrative, technical and/or professional staff.

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ An understanding of role related University/College policies and procedures and how they interact with other related functions.
- ◆ Knowledge and experience of MS Suite including Word, PowerPoint and Excel.
- ◆ Aptitude or ability to work with relevant University systems and databases including Sessional Allocator and Allocate Plus.
- ◆ Awareness of quality assurance policies and procedures and other relevant legislative requirements.

## Key Selection Criteria

- ◆ Knowledge or Training Equivalent to: Completion of a degree without subsequent relevant work experience; or completion of an associate diploma and at least 2 years subsequent relevant work experience; or completion of a post-trades certificate or advanced certificate and extensive relevant experience as a technician; or an equivalent combination of relevant experience and/or education/training.
- ◆ A high level of proficiency in all Microsoft Suite of applications, together with the skill base to quickly gain a working knowledge of any University based online system.
- ◆ Well-developed verbal and written communication skills and the ability to maintain confidentiality.
- ◆ Well-developed interpersonal skills, including the ability to interact effectively with a diverse range of staff and students in a University environment in order to meet the position objectives.
- ◆ Demonstrated ability to work cooperatively and effectively as part of a team, together with the capability to work alone/independently and meet the position objectives.
- ◆ Demonstrated commitment and capacity to deliver quality client/customer service and the ability to exercise initiative, judgement and decision making.
- ◆ Demonstrated ability to organise and prioritise workload in a busy/demanding environment and complete competing work tasks within specified timeframes.
- ◆ Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.

