Administration Officer

HEP Level 5

POSITION NUMBER	913458
ORGANISATIONAL UNIT	College of Sport, Health and Engineering
POSITION REPORTS TO	Team Leader, Program Delivery, Events and Marketing
OVERALL PURPOSE	The overall purpose of the Administration Officer is to provide high quality and efficient administrative support with the planning and implementation of college functions.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	**Within the University the position:** ◆ works closely with the other professional and technical staff, academic and teaching staff within the College of Sport, Health and Engineering. ◆ works directly with Team Leader and other administrative members of the Colleges' administrative work stream. ◆ works closely with central professional services. **Outside the University the position liaises with:** ◆ outside the University the position may be required to liaise with external organisations and stakeholders.
LOCATION/CAMPUS	The position is currently located at the Footscray Park campus of 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.

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 **Sport, Health and Engineering** administers a wide range of undergraduate and postgraduate programs in areas of Built Environment and Engineering, Allied Health, Sport and Movement Science, Nursing and Midwifery, Biomedical and Life Sciences, and Clinical Science. Program Delivery, Events & Marketing team provides essential administrative support, ensuring smooth accreditation processes for College programs and assisting with the facilitation of impactful university events.

MAJOR TASKS AND ACCOUNTABILITIES

- Liaise effectively with organisational units and staff beyond the immediate team, including the other administrative work streams to gather information, stay informed and contribute to the requirements of the unit work stream.
- Provide administrative support for the Team Leader, including report preparation, analysis and investigation when required.
- Working closely with the program areas and central professional services to ensure student-focused requests are in the best interest of the student experience, resource availability and financial viability.
- Access and update information within relevant University databases and systems to complete tasks and ensure up to date records arising from student and/or other business units.
- Process requests in a timely manner and in accordance with VU systems, University deadlines, compliance and quality assurance policies and procedures.
- Provide accurate, up to date and comprehensive information or referral to alternative sources, to assist the college in making day to day decisions concerning students and/or staff, which may require evaluation of a range of options.
- Ability to recognise gaps in current processes, document procedures and identify continuous improvement opportunities for the efficient and effective operations of the administrative work stream.

TYPICAL/MAJOR CHALLENGES

- Display initiative and work independently and as part of a team in a busy environment.
- Prioritise tasks and refer more complex or unusual issues to senior staff for advice or a decision.
- Provide a high level of administrative service to support the achievements of the unit.
- A basic understanding of equal employment opportunity, confidentiality, and privacy principles.

LEVEL OF SUPERVISION

- Operates under routine supervision/general direction from the Team Leader.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- An understanding of role related to University policies and procedures and how they interact with other related functions.
- A multi-discipline perspective and understanding of the colleges within Sport, Health and Engineering.
- Sound knowledge and experience of MS Suite including Outlook, Word and Excel.
- Aptitude to work with relevant University systems and databases.
- Awareness of quality assurance policies and procedures and other relevant legislative and compliance requirements relating to the unit work stream.
- An understanding of Victoria University policies and procedures as they relate to the College and an understanding of how the role interacts with other related functions.

KEY SELECTION CRITERIA

Essential

1. Completion of a relevant degree, or an equivalent combination of relevant experience and/or education/training.
2. Well-developed communication and interpersonal skills, including the ability to interact effectively with a diverse range of internal/external stakeholders in a University environment to meet the position objectives.
3. Demonstrated ability to work cooperatively and effectively as part of a team along with the ability to deal with complex issues.
4. Demonstrated ability in the exercise of initiative, judgement and decision making.
5. Demonstrated ability to work independently, organise and prioritise workload in a busy/demanding environment and complete competing work tasks within tight timeframes.
6. Proficiency in all aspects of MS Suite, together with the skill base to quickly gain working knowledge of various University based online systems.
7. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and attend/complete relevant training.
8. Demonstrated ability to work with students.

Org chart: Administration, College of Sport, Health and Engineering

