

Equity principles underpin all UNE policies and procedures. The University is committed to EEO principles and values cultural diversity, and recognizes that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.

THE UNIVERSITY OF NEW ENGLAND POSITION STATEMENT

DIRECTORATE: Student Assist, Directorate of Student Administration and Services

POSITION TITLE: Administrative Assistant

POSITION CLASSIFICATION LEVEL: Higher Education Officer Level 4

DATE CLASSIFIED: 25 March 2008

REPORTS TO: Assistant Director (Student Services)

DIMENSIONS OF POSITION:

This is an administrative support position in Student Assist in the Directorate of Student Administration and Services. Student Assist incorporates personal counselling, career development, equity, disability, access centres and service quality services at UNE.

POSITION OBJECTIVE:

The Administrative Assistant will be responsible for providing administrative support to all staff in the Service and to co-ordinate the administrative functions for personal counselling, career development, equity, disability, access centres and service quality services at UNE. This position provides the first point of contact for all clients (both staff and students of the University) and requires the incumbent to deal with complex, highly sensitive and competing demands as a result of the variety of presenting issues of clients.

DUTIES:

Under limited supervision, undertake the following:

1. Be the first point of contact for the Service; responding to clients' requests (including those in distress and crisis), providing accurate and effective communication to sometimes highly sensitive and complex situations.
2. Co-ordinate the scheduling of appointments, including emergency appointments for the Service and the Service's responses to critical incidents within the University.
3. Maintain and manipulate relevant databases to produce reports for the Service.
4. Review and maintain operational guidelines and procedures for the effective and efficient intake of clients.
5. Provide administrative support including: stores, library and purchasing requirements for the Service; and organisational support for group work and programs.
6. Produce the marketing and publicity material for the Service (including brochures, promotional flyers, website etc) and co-ordinate the production of promotional displays for the Service.

7. Maintain procedural guides for the various arms of the Service.
8. Monitor budgetary expenditure and advise the Manager on financial activity.
9. Provide project support for seminar and group presentations including maintenance of appropriate course and training notes and handouts in consultation with the staff.
10. Co-ordinate the maintenance of the Service's web page.
11. Be aware of and apply the University's policies and procedures relating to equal opportunity, risk management, records management, occupational health and safety and quality assurance as they apply to this position.

QUALIFICATIONS AND SELECTION CRITERIA:

1. Completion of a relevant diploma qualification; or completion of a relevant Certificate IV with relevant work experience; or completion of a relevant Certificate III with extensive relevant work experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
2. Demonstrated high-level oral and written communication skills, including the ability to interact constructively and sensitively with a broad range of clients and colleagues.
3. Extensive administrative experience and well-developed office organisational skills.
4. Demonstrated high level organisational skills and the ability to meet deadlines.
5. Demonstrated ability to work independently, to work effectively as part of a team, to take initiative and use judgement.
6. Demonstrated high-level of computer skills including a range of relevant software such as word processing, spreadsheet, desktop publishing, database and web software and their effective use in an administrative environment.
7. Demonstrated ability to work under pressure and to maintain strict confidentiality in a sensitive area.
8. Awareness of EEO and OH&S, risk management, records management and quality assurance principles as they relate to this position.