

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

## **UNIVERSITY OF NEW ENGLAND**

### **POSITION STATEMENT**

**SCHOOL/DIRECTORATE:** School of Arts within the Faculty of Arts and Sciences  
**POSITION TITLE:** **Administrative Assistant**  
**POSITION NUMBER:** 0000011373, 0000011374 and 0000011375  
**REPORTS TO:** Head of School  
**CLASSIFICATION LEVEL:** HEO 4  
**DATE CLASSIFIED:** 1 August, 2008

#### **DIMENSIONS OF POSITION:**

The Faculty of Arts and Sciences consists of the Schools of Arts; Behavioural, Cognitive & Social Sciences; Environmental & Rural Science; Humanities and Science & Technology employing approximately 200 academic, 27 administrative and 40 technical Staff.

The School of Arts consists of the disciplines of English, Communication Studies, Theatre Studies, Chinese, Japanese, Indonesian, French, German, Italian and Music.

This position operates within the wider framework of the School's administrative support staff, assisting academic staff by performing a range of general support duties.

#### **POSITION OBJECTIVES:**

This role provides day-to-day administrative support to the School, ensuring effective lines of communication are developed between staff as well as with outside groups. The position is one within a team of administrative staff responsible for the effective and efficient operation of the School office. Its occupant will actively participate in and assist with administrative tasks when deadlines require a sharing of load across the School. The occupant of this role is required to maintain a flexible approach to duties, consistent with the level of the position.

#### **DUTIES:**

**The following duties will be carried out under procedural direction from the Head of School:**

##### **1. School communications**

- a) Act as first point of contact for the School  
~ Answer/ or redirect communications from visitors, staff and students, appropriately. This may involve the provision of general advice on University policies and School units/courses, or referring the matter on to the appropriate academic staff member for advice on units/courses.
- b) Provide effective lines of communication between staff within and outside the School.

2. **Provide back-up support to Head of School (as required)**, which includes maintaining Head of School's diary, assisting with administrative tasks related to appointments processes, actioning of mail etc.
3. **Provide administrative support to the Academic Coordinator and Resources and Projects Coordinator** as required, and particularly in relation to support for School projects.
4. **Provide administrative support for academic staff in the School**, which may involve:
  - a) Maintaining strict confidentiality and exercising of judgement on priorities, communicating/ explaining timeframes for turnaround if appropriate and following up when deadlines are due.
  - b) Preparation of a wide range of documents either on own initiative, or from drafts prepared by academic staff. Documents would be developed using advanced word processing, desktop publishing or other relevant software, which may require specialist applications (eg. LaTeX for formulae) if required.
 

Documentation may include:

~ Web pages	~ Correspondence
~ Reports	~ Meeting agendas
~ Minutes	~ Information material
~ Research grant applications	~ Information booklets
~ Brochure layouts	~ Data accessing
~ Examination papers	
  - c) Monitor higher degree and research information, and enter details of research publications onto appropriate School and University databases.
  - d) Respond to enquiries from staff and provide reports and raw data as required from:
    - ~ Web
    - ~ Student system
    - ~ HR database
    - ~ Financial database (FinanceOne)
  - e) Coordinate arrangements for national and international travel
  - f) Entry of publications data for research reporting purposes
5. **Assist academic staff with confidential management of information and materials related to the examinations process.** This may involve:
  - a) Preparation of examination papers.
  - b) Ongoing liaison with Examinations Unit during the examinations timeframe, ensuring that deadlines are met;
  - c) Assisting with the preparation of examination timetables;
  - d) The submission of results and/or amended results, which can include inputting of marks, and ensuring all paperwork has been signed off according to agreed procedures;
  - e) Processing of requests for special consideration of assignment materials/examinations (eg. special extensions of time, special examinations and special consideration).

**6. Provide administrative support for specialised programs and partnerships associated with the School**

a) Contribute as required, towards the efficient administration and management of the Overseas Language Program (OSLS) undertaken by students within the Bachelor of Languages and the Bachelor of Languages and International Business degrees. This involves:

- ~ Coordinating Head of School approval for enrolment
- ~ Collation of students' academic transcripts
- ~ Database maintenance
- ~ Liaison with UNE offices (eg. International Office, Student Centre)
- ~ Operating as a central point of contact at UNE for overseas institutions

b) Contribute as required, towards the efficient administration and management of the Blended Model Program for language teaching in partnership with other universities and in accordance with partner institution processes. This involves:

- ~ Liaison with associated staff at UNE and the partner institution
- ~ Preparation of teaching materials
- ~ Assignment collection and dispatch
- ~ Administration of examinations in accordance with partner institution procedures

**7. Administration of marketing materials and activities**

Assist with School arrangements for activities such as:

- ~ Orientation week
- ~ Open day
- ~ HSC Booster activities
- ~ Other School events, including seminars and public lectures as required, which may involve the booking of rooms and venues, and arranging of catering.

**8. Meetings**

Coordinate/ organise meetings, which may involve:

- ~ preparation and distribution of agendas
- ~ recording minutes
- ~ distributing minutes
- ~ follow up action

**9. Coordination and liaison with members of the Faculty and Central Administration as required.**

**10. Maintain details of staff leave.**

**11. Maintaining filing systems, records, office supplies (stores) and equipment**

**12. General administrative awareness**

a) Be aware of the University's policies and procedures relating to EEO, Risk Management, Records Management (TRIM), OHS and Quality Assurance as they relate to this position.


b) Any other duties appropriate to this position and classification level, as required.

**QUALIFICATIONS AND SELECTION CRITERIA:**

1. Completion of a relevant diploma qualification; or completion of a Certificate IV with relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated advanced word processing skills and knowledge of other relevant software such as desktop publishing, spreadsheet, database and web-based software.
3. Demonstrated extensive administrative experience within a small office environment.
4. Proven ability to work as part of a team.
5. Demonstrated initiative, ability to work independently on day-to-day matters where established procedures and guidelines are provided, taking responsibility for the completion of assigned tasks to deadlines.
6. Demonstrated high level interpersonal and communication skills, including the ability to utilise discretion and maintain strict confidentiality.
7. Demonstrated ability to maintain accuracy and attention to detail.
8. Awareness of OH&S, risk management, quality assurance, records management and EEO principles as they relate to this position.

Signature: \_\_\_\_\_  
*Head of Cost Centre*

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*date*

UNE Human Resource Services Classifications Check: Position classification: HEO Level 4 Date: 1 August, 2008  Classifications Officer
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