

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

THE UNIVERSITY OF NEW ENGLAND

DEPARTMENT: Teaching and Learning Centre
POSITION: Assignments/Despatch Assistant
CLASSIFICATION: HEO 3
DATE CLASSIFIED 16 September 2009
REPORTS TO: Despatch Coordinator

DIMENSION OF THE POSITION:

The Teaching and Learning Centre provides a broad range of services to the University Community. The Centre is engaged in initiatives intended to maintain and promote the University's position as a leader in distance and flexible education.

The Assignments/Despatch Assistant will assist with the processing of all incoming/outgoing student assignments and with the collation, storage and despatch of all external teaching material to the University's 14,000 external students.

The Assignments/Despatch Assistant will provide assistance in either the Assignments Section or the Despatch Section according to workloads and at the discretion of the relevant supervisor.

POSITION OBJECTIVE:

The Assignments/Despatch Assistant is responsible for:

- The warehousing, collation, packing and despatch of print, audio, video and other specified teaching materials produced by the University.
- The accurate receipting and recording of all incoming students' assignments, their distribution to academic staff for grading, and the recording and despatch to students on their return from academics.

DUTIES:

Under procedural direction from the Despatch Coordinator, or their nominee:

1. As a member of the Despatch team and following established Policy guidelines collate, pack and store teaching materials ready for despatch to students. Input stock control data onto the database and assist with the maintenance of accurate stock control records.
2. Working in a team environment maintain sound practices and procedures for the handling of unit materials to ensure the timely delivery of teaching material to students.

3. Using discretion and sensitivity handle a range of varied enquiries/problems from students and staff regarding teaching material despatches and the processing and delivery of student assignments.
4. Liaise with Australia Post / UNE Mailroom staff re postal charges and associated enquiries. Cost and record postal charges daily on the relevant databases.
5. Within existing guidelines and policy use initiative to ensure the efficient processing of student assignments to ensure the timely delivery of assignments to Schools for marking. Identify where changes in procedures would be beneficial to streamlining and increasing productivity.
6. Enter assignment receipt/despatch data onto the database as required, using keyboard or barcode reader and produce computerised address labels for the return of assignments to students.
7. Provide training to casual staff and other TLC staff as required on the processing of assignments and the handling of teaching material.
8. Assume responsibility for the TLC courier service as required.
9. Be aware of the University's policies and procedures relating to equal opportunity, risk management, occupational health and safety, records management and quality assurance as they apply to this position.

QUALIFICATIONS AND SELECTION CRITERIA

1. Completion of year 12 with relevant work experience or an equivalent alternate combination of relevant knowledge, training and experience.
2. Demonstrated experience with computer operations and associated software such as databases, Excel and Word.
3. Demonstrated ability to maintain accuracy and attention to detail in a range of varied tasks.
4. Demonstrated ability to work as part of a team in a client focused organisation.
5. Good liaison and communication skills.
6. Demonstrated ability to work under procedural direction with limited supervision.
7. Awareness of OH&S, risk management, quality assurance, records management and EEO principles as they relate to this position.