

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.

UNIVERSITY OF NEW ENGLAND

Position Statement

POSITION TITLE: Administrative Assistant
DIRECTORATE: Human Resource Services
REPORTS TO: Manager, HR Client Services
CLASSIFICATION: HEO Level 4
DATE CLASSIFIED: 29 September 2009

POSITION DIMENSION

Human Resource Services at the University of New England covers the areas of Workplace and Industrial Relations, Client Services, Occupational Health and Safety, Organisational Development and Employment Equity and Diversity.

This position works within the HR Client Services Team and reports to the Manager, HR Client Services. The position will provide high level administrative support to the Director, Human Resource Services and senior staff of the Directorate and will act as first point of contact to the Director and visitors to Human Resources Services.

POSITION OBJECTIVE

The incumbent will provide high level administrative and office management support, be responsible for maintaining Human Resources records and will provide reception services for the Director and the Directorate. They will also work closely with the other staff in Human Resource Services to determine priorities and work jointly on projects wherever appropriate.

DUTIES

Under procedural direction:

1. Provide high level administrative support to the Director and senior staff within the Directorate.
2. Act as first point of contact for the Director and Deputy Director. Meet and greet staff and visitors, screen phone calls/emails, answer routine to moderately complex enquiries or direct enquiries to relevant staff as appropriate.
3. Maintain the Director's and Deputy Director's diaries and manage appointments and interviews. Coordinate and organize meetings and travel arrangements including accommodation bookings. Ensure background papers, agendas and minutes are available as required and maintain professional subscriptions and other resource materials.

4. Manage the administration of the office for the Directorate which includes, but not limited to:
 - Routine maintenance for the Directorate's multi function devices, including logging problems and follow-up with the service provider
 - Maintain the HR budget database
 - Book meeting rooms
 - Maintain stationery needs
 - Create Purchase Orders, Reconcile Visa card for Directorate purchases following approval by Director of Human Resource Services for each expenditure and as per the University's Purchasing Procedures
 - Facilitate arrangements for office maintenance, including confidential shredding, asset disposal
 - Take notes for Team and Directorate meetings and distribute as appropriate

5. Receive and check applications for positions at the University, including:
 - Acknowledge and enter into the Human Resource management information system (Alesco)
 - File and copy as required, create folders/containers in the records management system and in hard copy
 - Follow up incomplete applications and check applicant visas where required
 - Maintain hard copy advertisements in Reception area
 - Close file at closing date, check applications against Alesco report and collate material for checking by the Team Leaders.

6. Preparation of a wide range of documents either on own initiative, or from drafts. Documents would be developed using advanced word processing, desktop publishing or other relevant software.

Documentation may include:

- Web pages
 - Reports
 - Minutes
 - Information booklets
 - Correspondence
 - Meeting agendas
 - Information material
 - Brochure layouts
7. Be responsible for maintaining the Directorate's webpages. Liaise with staff of the Client Services Team to ensure that information is up-to-date.
 8. Be responsible for processing the daily mail for the Directorate, including hard copy and electronic (email, TRIM scanning and workflow allocation). This may involve reading, redirecting, collating and prioritising correspondence; identifying and appending necessary background information before referral to appropriate functional area.
 9. Maintain records using TRIM (records management system). Provide scanning advice and support to other members of HR as required . Assist with the scanning of relevant HR records onto TRIM.
 - Scan recent records, ensuring that naming protocols are adhered to.
 - Vet files and ensure that all scanned documents are in their correct containers and that appropriate security levels are attached to containers.
 10. Provide data entry assistance to the Client Services Teams with leave. Provide backup and assistance with general data entry in peak workload periods.
 11. Maintain and develop procedures documentation for functions relevant to the position.
 12. Assist in joint projects as determined from time to time.
 13. Be aware of 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 a relevant Certificate III with extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated extensive administrative experience and well developed office management skills.
3. Demonstrated organisational and problem-solving skills, with excellent attention to detail and the ability to identify problems and deliver quality outcomes.
4. Demonstrated ability to use own initiative, and application of sound judgment relevant to the position.
5. Demonstrated skills and experience in the management of multiple tasks, ability to prioritise and meet deadlines.
6. Demonstrated excellent computer skills using a range of relevant software such as word processing, database, spreadsheet and web maintenance software.
7. Demonstrated high level interpersonal and oral communication skills, as well as excellent client service skills and the ability to liaise at all levels.
8. Demonstrated experience in working in a team or independently.
9. Demonstrated ability to maintain strict confidentiality
10. Awareness of OH&S, risk management, quality assurance, records management and EEO principles as they relate to this position.