

POSITION DESCRIPTION

Position Title	Administrative Officer
Position No	
Department	Student Engagement and Equity
Faculty/Centre	Engagement and Support
Classification	PACCT Worker Level 3 (PW 3)
Prepared By	Manager - Student Engagement and Equity
Date	January, 2023
Approved By	Associate Director - Human Resource Operations
Primary Objectives of Position	<ol style="list-style-type: none"> 1. As a first point of contact, provide reception, administrative and quality customer service to both internal and external Institute clients. 2. Implement and coordinate the administrative processes and systems required for the effective administrative management of the Student Engagement and Equity department. 3. Assist in the development, implementation and coordination of department projects ensuring work is completed in the required timeframe. 4. Provide high level administrative support to the Manager and staff of the Student Engagement and Equity department, and participate in team meetings, providing information and recommendations related to administrative matters.
Manager/Supervisor	Manager – Student Engagement and Equity
Subordinates	Not Applicable
Internal Communication Requirements	<ul style="list-style-type: none"> ▪ The Manager and the Executive Director – Engagement and Support. ▪ Student Engagement and Equity staff on all campuses in providing information, advice and support associated with the operations of the department. ▪ Relevant administrative support staff across the Institute in matters pertaining to administrative and other services which support the operations of the department. ▪ Student Administration and Registrar staff on all campuses in providing information, advice and support associated with the operations of the Student Engagement and Equity department. ▪ Management and staff in departments and faculties across all levels of the Institute as required to undertake the responsibilities of the position including developing specialist solutions to resolve organisational issues at a departmental level.

External Communication Requirements

Engage with a range of external parties including:

- prospective, new and continuing students.
- customers, agencies and external stakeholders. Where applicable refer to appropriate staff
- suppliers, consultants and service providers for resources required for the operation and strategic development of the department.
- government and other associated agencies in relation to administrative and operational requirements

Specific Accountabilities

1. As a point of contact, provide reception, administrative and quality customer and information services to internal and external clients and ensure relevant data and information is appropriately prepared and disseminated to key stakeholders.
2. Provide confidential, high level effective and efficient administrative and support services to the management and staff of the department including:
 - diary management and the scheduling of appointments, both face to face and online
 - document production, photocopying and printing
 - the provision and coordination of administrative support for conferences and workshops
 - the maintenance and updating of the Online Community, publicising current and up to date information about services and responding to requests
 - distribution of promotional and administrative materials
 - internal and external requisitions, petty cash, transfer notes, debtors invoices, contingency claims, reimbursements and purchase orders
 - maintenance of departmental and client records, filing and archiving including document disposal as appropriate
 - collating and reporting, contact list and database management.
3. Follow departmental protocols when requesting intervention from the Crisis Assessment and Treatment Team and report to the Manager as appropriate.
4. Remain familiar with Institute changes and maintain operational currency by attendance at meetings and/or systematically reviewing minutes of meetings and website updates.
5. Provide basic client support including form-filling and providing details of other relevant support services within, and external to, the institute.
6. Using the online booking system for the Holmesglen Medical Centre, maintain and book medical appointments for staff, students and members of the general public.
7. Escalate client issues to appropriate personnel within the department and ensure the availability of a safe, quiet and private room if and when required.
8. Assist with organisational and operational arrangements related to the Holmesglen foodbank and vouchers to support eligible clients.
9. Contribute to and coordinate student outreach programs including phoning students and facilitating mass SMS campaigns for support.
10. Create and reconcile spreadsheets for staff leave requests and balances including Time Off In Lieu (TOIL), student laptop hire,

foodbank delivery, bookshop vouchers and monthly department statistics.

11. With the Manager and the Welfare Officer, contribute to and coordinate administrative arrangements for the Holmesglen Scholarship programs including funds reconciliation.
12. Ensure that the department and staff are compliant with all policies, procedures and processes and contribute to the ongoing improvement of administrative systems.
13. Assist the Manager with any financial reporting and support the Manager in the administration of both internal and external audits.
14. Organise meetings including agenda preparation, minute taking and collation of papers to ensure accessibility by appropriate staff.
15. Comply with Holmesglen policies, procedures and processes, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of systems and processes.
16. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
17. Act in accordance with Holmesglen Safety policies and procedures, including Child Safety Standards, to ensure that departmental operations comply with Occupational Health and Safety legislation.

Qualifications

Minimum

- Diploma qualifications in business administration or similar discipline and relevant work experience.
- Lesser formal qualifications and substantial experience may be accepted.

Preferred

Mental Health First Aid

Knowledge

- Understanding of:
 - business communication, contemporary office management practices and procedures and the latest business and office technology
 - office-based software, database management software and associated procedures. Familiarity with student administration software would be an advantage
 - the application of quality management systems, academic administration, educational governance and continuous improvement processes.
- Familiarity with office finance, data and administrative management practices and procedures including Customer Relations Management Systems (student enquiry systems)..
- Confidentiality and privacy principles applicable to the education sector and counselling services.
- Customer service practices with a focus on displaying empathy and dealing with people experiencing mental health concerns and distress.
- Cross cultural communication and culturally sensitive practices

Experience

- Office management and administrative operations, including document management, in a busy, complex and multi-disciplinary environment.
- Standard and professional business practices, including customer service, preferably in an educational administrative environment, with a strong emphasis on privacy and confidentiality.
- Experience in:
 - dealing with a broad range of people, including those from different socio-economic and cultural backgrounds, face to face, online and over the telephone
 - setting priorities in an environment of competing demands.

Skills

- High level organisational, technological and administrative skills including the ability to organise tasks to ensure that service priorities are met.
- Demonstrated excellent interpersonal and written and verbal communication skills and a demonstrated ability to relate professionally to both internal and external stakeholders.
- High level customer service skills and telephone skills, providing courteous, informative and accurate responses to all enquiries.
- Proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and work concurrently on multiple tasks in an environment of competing demands.
- Ability to:
 - coordinate workflow, prioritise work tasks effectively and work under pressure while maintaining a high level of accuracy and attention to detail.
 - work independently and/or coordinate work effectively, collaboratively and cohesively in a team environment, and across the campus network.
 - to show initiative, be pro-active and adapt with ongoing changing work environment.
- Operate with a high degree of autonomy and confidentiality while following Holmesglen privacy policies and procedures.
- Advanced technical competence in the use of the MS Office applications as well as general database management software. The ability to learn new software programs as required.

Key Selection Criteria

In addition to qualification requirements, the incumbent will have:

1. Demonstrated ability to understand, analyse and apply knowledge of administrative systems, procedures and compliance systems to routine and new tasks.
2. Proven ability to plan and organise systems of work, effectively manage time to meet deadlines, prioritise competing demands and achieve goals, all within a privacy and confidentiality framework.
3. Well-developed written and verbal communications skills, and customer service skills, with a demonstrated ability to manage administrative changes, supporting and advising staff at all levels to ensure effective implementation.
4. Highly developed interpersonal skills with a demonstrated ability to communicate effectively with key stakeholders from different socio-economic and cultural backgrounds including the ability to display empathy and recognise and assist with mental health referrals.

5. Ability to show initiative, a demonstrated capacity for self-directed work as well as working cooperatively, flexibly and harmoniously within a team environment.
6. Demonstrated proficiency in the use of MS Office products, internet-based applications and database management software and systems. Knowledge of student administration and systems would be an advantage.

Note

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check and National Police Records check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.