

POSITION DESCRIPTION

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POSITION TITLE:	Departmental Administrative Officer		
FACULTY/OFFICE:		DEPT:	
REPORTS TO (Supervisor title):	Head of Department		
AUTHOR NAME:			
POSITION NUMBER:		HEW LEVEL:	
APPROVED BY:	Executive Dean	DATE:	

A POSITION PURPOSE

- Provide efficient and continuous improvement of administrative services, procedures and systems that support the academic programs and activities of the Department
- Provide advice to academic staff on administrative matters and developments in University policy
- Provide advice to domestic and international students and potential students on recommended programs of study

B PRIMARY ACCOUNTABILITIES

Departmental Administrative Officers will be accountable for a range of the following responsibilities. Allocation of responsibilities will be guided by and managed according to the Performance Development and Review Program under the direction of the supervisor.

Departmental Administration

- Develop, document, implement and continually improve the Department's administrative processes and systems to ensure the delivery of Department Strategic Plan objectives
- Provide administrative support to the Department's teaching and learning, research and community outreach activities
- Maintain an efficient and comprehensive electronic and paper based filing system to ensure the prompt retrieval of documents and that the Head has access to information at all times
- Provide briefings, education and advice to staff regarding new policy developments and act as the key Department contact for all policy and procedure changes
- Work with other Department and Faculty administration staff to share information and communicate effectively to ensure consistency of systems and processes across the Faculty and adherence to University policy and procedures
- Identify and meet internal and external customer needs through building effective relationships and coordinating timely and accurate responses to Department administration queries

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- Provide administrative support to department committees including the scheduling of meetings, the preparation of agenda papers, minutes, correspondence and undertake any follow up action after meetings
- Ensure accurate documentation is obtained and processed for staff with regards to leave arrangements, consultancies and other outside employment and other University requirements
- Manage the departmental processes for the effective induction of all new staff and appointment of any sessional contract staff
- Plan and organise department functions including promotional activities and events
- Report and present on administrative policy and matters at departmental and/or other meetings as required

Professional Partnerships

- Establish and maintain contact with members of the relevant profession to ensure that appropriate advice is provided to students or potential students on behalf of the department, and that enquiries are dealt with promptly and accurately
- Assume an external relations role with academic visitors and/or visitors from professional bodies including administrative support, travel and other arrangements and involve them in the activities of the department

Academic Administration

- Coordinate appointments and ongoing administration of casual staff in the department and provide instruction and supervision of casual staff where appropriate
- Plan and coordinate seminars and workshops for the department including travel, accommodation, equipment and distribution of publicity material
- Coordinate examination results in preparation for upload to Student One
- Plan and organise departmental processes eg. timetables for enrolment, academic advising, COP, preclusions and general student consultations
- Manage the academic workload database
- Maintain and update departmental web pages where appropriate
- Compile staffing rosters for duties within the department

Student Support

- Interpret and explain University, faculty and department academic regulations, policies and procedures to academic staff, students and potential students of the department
- Coordinate academic administrative processes within the department and provide support to relevant committees and programs

University Staff Requirements

- Comply with any direction aimed at promoting the occupational health, safety and welfare of University staff

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- Cooperate and consult with management and colleagues in the promotion of OHS and welfare matters
- Take responsibility for own safety as well as that of other staff, students and visitors to the University
- Comply with University Equal Employment Opportunity, Affirmative Action and diversity initiatives and principles

Other

Any other duties within the staff member's level of competence as required.

C REPORTING RELATIONSHIPS

The Departmental Administrative Officer reports to the Head of Department.

D ORGANISATIONAL RELATIONSHIPS

The Departmental Administrative Officer liaises with all staff and students within their department.

E SUPERVISION AND INDEPENDENCE

The position coordinates the administrative operations that support the academic programs and activities of the department and advises departmental academic staff and students on University, Faculty and department academic regulations and has decision making responsibility in relation to resolving administrative issues relating to academic procedures. The position has independent authority to manage the operational aspects of these matters within the approved policies, processes, standards and guidelines. This requires the incumbent to know, interpret and apply Faculty and University policy on a case by case basis and exercise independent judgement under general supervisory direction.

For example, a thorough knowledge of the department's programs is required to advise current and potential students about their options on available courses and on alternative ways of gaining entry to programs.

F PROBLEM SOLVING AND JUDGEMENT

The position requires a high degree of judgement and an excellent knowledge of programs when advising current and potential students, both domestic and international about their options on available courses and on alternative ways of gaining entry to programs. Judgement is required in applying this knowledge to advising students or in referring students to other knowledge sources, eg. CPA, ICAA, Institute of Actuaries.

The incumbent has authority to interpret and develop policy and redefine procedures and systems to achieve efficiency and effectiveness in the administrative function. The incumbent is required to exercise independent judgement and make decisions on non-routine issues relating to administrative, staff and student related matters.

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Examples include exercising independent judgement in regard to processing of student waiver applications, the provision of advice on recommended programs of study for students and on decisions associated with the management and administration of casual staff in the department.

Problems are solved in relation to the administration of the academic function. These include academic and other problems and difficulties brought by students (eg. in the determination of their various backgrounds, needs and articulation pathways and the design of their programs of study, and in examination or other unit and program related matters), and by full-time and part-time staff, for example, in relation to teaching logistics and appointment.

G RECURSE TO HIGHER LEVEL

- Head of Department
- Assistant Registrar
- Faculty General Manager
- Faculty Human Resources Manager
- Manager, Student Support Services
- Macquarie International

H DIMENSIONS AND DELEGATIONS

Nil financial delegations.

I QUALIFICATIONS AND SKILLS

Essential

- A degree in a related discipline with subsequent relevant experience or an equivalent combination of relevant experience and/or education/training
- High level written and verbal communication skills including the ability to produce quality documentation, correspondence and reports
- Relevant experience in providing administrative support including ability to implement and coordinate efficient administrative procedures and systems
- High level skills in planning and time management including ability to develop and review administration practices to achieve desired outcomes
- Ability to liaise effectively and positively with a broad range of people at all levels
- Ability to work both independently and effectively as part of a team
- Strong computer skills including demonstrated proficiency and experience using relevant software applications and web based technology

Desirable

- Knowledge of the University sector and key issues within the sector