Position Description

Position Title: Administrative Officer
Faculty: Community Health and Education

Position Reports to:
Faculty Administrator, Community Health and Education

Direct Reports:
Nil

Time Fraction: 1.0
Employment Type: Full time

Location:
You are employed to work at Melbourne Polytechnic, a multi-campus institution. Accordingly you agree to work at any location where Melbourne Polytechnic conducts its business at the direction of the Manager responsible for your area.

About Melbourne Polytechnic

Melbourne Polytechnic offers the perfect combination of higher education and vocational learning, delivered by teachers with real-world experience and expertise. Through a network of six metropolitan campuses and a regional campus in Ararat, Melbourne Polytechnic offers a range of degrees, certificates and diplomas across the whole higher education and vocational training spectrum.

Position Purpose

- To provide administrative support to the degree programs within the Faculty of Community Health and Education.
- Ensure that a high level of customer service is practiced and maintained.
- Handle enquires/enrolments and promotion of courses.

Key Responsibilities

- Establish and maintain a positive and welcoming work and student environment.
- Provide high level customer service to internal and external clients, ensuring that all possible measures are taken to respond to their needs and requests in a timely manner.
• Provide high level administrative support to the Faculty Administrator, Head of Department and Senior Lecturers responsible for the degree programs in matters relating to the operation of the programs.
• Collaborate with the Faculty Administrator and other administrative staff across the higher education portfolio to assure consistency of the administration system across degree programs.
• Assist academic staff in academic administration such as the management of assessment procedures, flexible learning, and day-to-day student administration.
• Plan and prioritise administrative tasks including database establishment and management, word processing, organization of meetings and events. Develop and maintain excel spreadsheets.
• Prepare course materials as required, including handouts and subject outlines and assist in the preparation of flexible learning materials.
• Prepare accreditation and course renewal documentation as required.
• Ensure relevant and current program information is available on the staff and student portals.
• Provide basic finance administration, including processing tax invoices, purchase orders and prompt payments.
• Communicate effectively with prospective and current students to provide course information, advice and enrolment support.
• Establish and maintain positive and beneficial working relationships with a diverse range of stakeholders across the NMIT network.
• Assist and work as a team to support other areas within the Faculty of Community Health and Education in administrative duties as required.

**Key Relationships**

**Internal** – The Faculty Office, the Faculty administration team, relevant teaching teams and other departments within the institute as required.

**External** – Students and key industry stakeholders.

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<th>Key Performance Indicators (KPI)</th>
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**Key Technical Competencies**

• Appropriate tertiary qualifications and/or extensive experience in administrative support roles preferably in a higher education setting.
• High level computer literacy including Microsoft Office Suite of programs and the internet including: drafting and formatting documents, producing excel spreadsheets and databases, reports and correspondence; production of PowerPoint presentations; mail-merges and mail outs.
• Demonstrated experience in the use of learning management systems for flexible delivery.
• Demonstrated administrative and organizational skills including the ability to work independently and to work effectively in a team environment to co-ordinate administrative activities across a designated work area.
• Excellent written, oral and interpersonal communication skills with confidence to interact with students and a wide-range of people internally and externally.
• Demonstrated advanced organizational and problem-solving skills, the ability to be proactive, successfully arrange priorities, meet deadlines, continually improve operational strategies and be self-motivated and flexible in responding to changing work priorities.
• Demonstrated experience in the administrative support of internal and external accreditation processes in higher education.
• Demonstrated knowledge of and commitment to occupational Health and Safety, Anti-Discrimination, Quality Assurance and Continuous Improvement principles.

**Behavioural Competencies**

At Melbourne Polytechnic all staff will behave in accordance with our Values of:

- Quality
- Fairness
- Integrity
- Collaboration
- Respect For The Individual
- Respect For The Environment
- Creating Opportunity Through Effort
- Personal Growth Through Knowledge

**Limits of Authority**

N/A

**Qualifications, Licenses and Experience**

Experience in an educational environment and/or customer focused role essential. Qualifications in administrative processes will be well regarded.

**Safety Issues Significant to the Position**

Manual handling and extensive use of keyboard operation and visual display unit, as it relates to an office environment.
Health and Safety

All employees are responsible for:

- Compliance with the Institute policy, safety systems and applicable health and safety legislation and regulations
- Reporting any and all conditions or unsafe practices that may affect the health of employees or others to management promptly
- Recommending improvements to health and safety practices
- Adopting safe work practices that comply with health and safety requirements and must not wilfully place at risk the health and safety of any other person in the workplace
- Assisting in timely completion of any corrective action in accordance with reporting/investigation procedures
- Participating in relevant health and safety induction, training and other relevant activities
- Using and maintaining all safety equipment provided

Managers must also:

- Ensure all appropriate actions are taken to implement health and safety policies and procedures and legislative requirements
- Accept operational responsibility for health and safety performance within work areas under their control
- Where immediate resolution to a risk cannot be achieved and the threat to health and safety is immediate direct that work must cease.
- Ensure all issues raised and the handling of health and safety matters are treated seriously and sympathetically under the strictest confidence.
- Effectively communicate Health and Safety Policies, procedures and workplace issues with senior management and employees
- Support Health and Safety Representatives and First Aid Officers in fulfilling their responsibilities
- Ensure employees are provided with information, instruction, training and supervision to enable them to perform their work safely.
- Consult with employees and their Health and Safety Representatives on matters relating to workplace health and safety.
- Ensure health and safety responsibilities are included in all employees’ Position Descriptions under their control.
- Ensure health and safety performance and compliance is monitored at Site level and regularly reported to the CEO.

Sign Off

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