Position Description

Position Title: Administrative Assistant
Department: Student Experience

Position Reports to:
Manager Student Services

Direct Reports:
NIL

Position Description Issue Date: August 2016

Location:

For Teaching Staff:
You are employed to work at Melbourne Polytechnic, a multi-campus institution. Your contract will denote your employment location.

For all other Staff:
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 high level administrative support to the department
- To provide concierge functions for the student help desk

Key Responsibilities
- Provide professional reception and administrative services to the Student Experience department
- Register and maintain department documents including; Quality Assurance, petty cash, staff development, taxi vouchers, staff leave, casual engagement forms, general service requests and organise print runs
- Provide effective and supportive confidential administrative assistance to the Director, Student Experience, Managers and Team Leaders where required
- Provide high level front of house customer service and information to Melbourne Polytechnic internal and external clients
- Establish and maintain a positive and welcoming work and student environment by providing high quality customer service to internal and external clients
- Schedule and manage the arrangement of meetings and appointments using an electronic diary system.
- Attend meetings as requested and take notes, prepare and distribute meeting minutes and agendas.
- Process enrolments / re-enrolments and other transactions through cash register
- Contribute to team effort in maintaining process consistency of administrative duties within the department including maintaining databases, records and resources
- Demonstrate excellent communication, negotiation and interpersonal skills
- Provide direct first aid support to students and staff (accreditation / training provided)

### Key Relationships

#### Internal
Student Experience Staff

#### External
Students / Prospective students of Melbourne Polytechnic
Melbourne Polytechnic College and School staff.

### Key Performance Indicators (KPI)

To be developed with the Department Manager

### Key Selection Criteria
1. Appropriate tertiary qualifications and/or extensive experience in administrative support roles preferably in an education setting.

2. 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

3. Excellent reception, telephone and customer service skills

4. Extensive experience in the provision of high level customer service and an understanding of, and empathy for the varying needs of students

5. Demonstrated administrative and organizational skills including the ability to work independently and to co-ordinate administrative activities across a designated work area

6. Excellent written, oral and interpersonal communication skills with confidence to interact with students and a wide-range of people internally and externally

7. 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

8. Highly developed interpersonal and communication skills with the ability to be clear and concise in the dissemination of information and advice

7. Flexible and high-level work practices in a confidential administrative environment

Demonstrated problem solving and decision making skills with an ability to show initiative and follow through

8. Willingness to adopt a pragmatic approach to work in order to meet organisational and customer needs across the academic year.

9. Demonstrated knowledge of and commitment to Occupational Health and Safety, Anti-Discrimination, Quality Assurance and Continuous Improvement

**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

**Safety Issues Significant to the Position**

e.g. 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

Sign Off

______________________________   _______________________
Employee’s Name                     Department Manager’s Name

______________________________   _______________________
Employee’s Signature                Department Manager’s Signature

Date:   /   /                      Date:   /   /