



MELBOURNE POLYTECHNIC

Position Description

Position Title: Administrative Assistant	Department: School of Creative Arts
Position Reports to: School Administrator, School of Creative Arts	
Direct Reports: Nil	
Position Description Issue Date:	July 2017
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

The purpose of this position is to work as part of the school's administration team, working in a flexible and collegiate manner to ensure that the institutes policies and procedures are implemented, efficient and effective administration is provided and dealings with employees and the public is professionally undertaken. The position will work as part of a team that provides administrative support to both the Vocational Education and Higher Education courses. This position focuses mostly on supporting the Vocational Education courses within school. The position is expected to provide high level customer service while maintaining strictest confidence of information regarding the personal records of students, the content of examinations, and other materials.

Key Responsibilities

- Assist in the administration of the Student Life Cycle within the School of Creative Arts, ensuring strong relationships between Melbourne Polytechnic students and employers (where appropriate). This includes but is not limited to assisting with student, trainee and employer enquiries, course information, enrolments, amendments, completions, ensure relevant and current program information is available on the staff and student portals and other administrative requirements as needed.
- 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 fashion, disseminating accurate and timely information to internal and external stakeholders and ensure all enquiries are handled with tact and diplomacy.
- Establish and maintain positive and beneficial working relationships with stakeholders and departments across the Melbourne Polytechnic network.
- Provide general administrative duties including correspondence, mail merges and mail outs, meeting administration and secretariat duties, resource maintenance, database maintenance, reporting, assist with producing purchasing orders, prompt payments, processing tax invoices and other assistance as required.
- Provide accurate and consistent record keeping and maintenance including filing and archiving systems (hardcopy and electronic), to comply with Institute policy and procedures and external quality assurance requirements.
- Provide proficient use of software e.g. Outlook, MS Word, MS Excel, SharePoint, CELCAT, and Student Management System (STRATA).
- If applicable, monitor the State Government system DELTA, to ensure apprentices studying at Melbourne Polytechnic are on the Register, their contractual arrangements are up to date and Program Leads and/or teachers are provided with data as required. This may also include interstate apprentices.
- Assist with the administration of accreditation/ renewal of accreditation process of courses as instructed by the School Administrator.
- Attend and participate in departmental and institute training to upskill and maintain knowledge of legislative and internal processes.
- Participate and provide input into projects suggested by the School Administrator that will enhance the work of the position incumbent and administrative services to the School and students.
- Collaborate with the School Administrator and the other school administration staff to assure consistency of administrative systems within the school and across programs.
- Provide administration support in the lead up to the hosting of events, meetings, or training associated with the School of Creative Arts activities as required

- Provide effective and supportive confidential administrative assistance to the School Administrator, Program Leads, and Managers where required.

Key Relationships

Internal - The School Office, School administration team, Managers, relevant teaching teams and other departments within the institute as required.

External - If applicable, apprenticeship network providers, students and industry stakeholders.

Key Performance Indicators (KPI)

To be developed with the School Administrator

Key Selection Criteria

1. Appropriate qualifications and/or extensive experience in administrative support roles and a Working with Children Check.
2. Demonstrated high standard of administrative and organisational skills including skills in document presentation, drafting and formatting, producing excel spreadsheets, database maintenance, filing and administrative systems maintenance and literacy of the Microsoft Office suite.
3. Excellent written, oral and interpersonal communication skills and a demonstrated ability, commitment and attitude to effective communication and liaison with internal and external stakeholders.
4. Demonstrated organisational and problem-solving skills, the ability to prioritise, meet deadlines, and be self-motivated and flexible in responding to changing work priorities.
5. Demonstrated ability to work effectively both independently and as part of a team.
6. Ability to use tact, diplomacy and capacity to maintain confidentiality.
7. 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

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

Sign Off

Employee's Name

Department Manager's Name

Employee's Signature

Department Manager's Signature

Date: / /

Date: / /