

Position Title	Administration Officer
Group/Portfolio	GBS Dean (Engagement)
Classification	HEW 5
Position Number	00064161
Reports To	Executive Officer
Employment Type	Fixed Term 1.0 FTE

1.0 Position Purpose

Under general direction, the Administration Officer provides high-quality administrative and operational support across the Queensland Treasury Corporation (QTC) Education Program and the broader GBS Engagement Portfolio.

This role plays a central coordination function, supporting the end-to-end delivery of programs, strengthening systems and processes, and ensuring a consistent and professional experience for participants, partners and internal stakeholders. The position also contributes to the effective delivery of Griffith Advantage and ad-hoc projects, within a growing and dynamic team environment.

2.0 Eligibility Requirements

- The occupant of this position will hold a minimum of an associate diploma qualification and at least two years of relevant work experience, or an equivalent combination of relevant skills, knowledge and experience.

3.0 Key Responsibilities

- Provide coordinated administrative support across the QTC Education Program, including diary and travel management, participant record management, and managing the flow of information to support timely communication and delivery outcomes.
- Coordinate program activities, including scheduling facilitators and stakeholders, maintaining accurate records, and supporting a consistent and high-quality participant experience across all program delivery.
- Maintain, review and improve administrative processes, systems and workflows, and proactively identify opportunities to increase efficiency, consistency and quality in a growing program environment.
- Undertake research and project support activities, including data collection, analysis and reporting, and the preparation and formatting of correspondence, presentations, reports and project documentation.
- Design, maintain and improve databases and online systems to support program delivery at scale, and undertake procurement and financial transactions using the University's finance systems, including payment and invoice processing.
- Support working parties and ad hoc committees, including the preparation of agendas and minutes, coordination of meetings, and tracking and follow up of actions.
- Provide standard policy and procedural advice, and contribute to the development,

review and continuous improvement of policies, procedures and administrative practices.

- Prepare advice and recommendations relating to projects and administrative matters, applying sound judgement and escalating where required.
- Review and update online content, including websites and digital platforms, ensuring accuracy, relevance and alignment with program activity, and support the organisation and coordination of events, workshops and program activities.
- Assist portfolio staff, including providing on the job training and guidance for new staff in the use of common University systems such as finance, HR and procurement, and contribute to team capability in a growing portfolio.
- Respond to and manage enquiries from internal and external stakeholders in a timely, clear and service-oriented manner, and build positive and professional working relationships.
- Liaise with other Elements within the University and external organisations and partners as required to support program delivery and operational outcomes.
- Undertake other duties commensurate with the expectations of a role at this level, as directed by Dean (Engagement).
- Support compliance with relevant legislation and University policies and procedures, including equity and health and safety, and demonstrate good practice in all activities.
- Act in accordance with the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).