

# POSITION DESCRIPTION



## Administrative Officer



### POSITION DETAILS

|                 |                        |
|-----------------|------------------------|
| Position Title  | Administrative Officer |
| Classification  | HEW Level 5            |
| Position Number | Various                |
| School/Office   | Faculty                |
| Division        | Provost                |

### POSITION PURPOSE

The Administrative Officer provides high-quality administrative support that underpins the effective operation of the Faculty and contributes to the overall success of the Faculty. The role supports a wide range of activities across the Faculty. It also plays a key role in organising Faculty events and supporting initiatives that enhance the student and staff experience.

The role operates collaboratively with academic and professional staff and requires flexibility to meet operational needs as determined in consultation with the Business Operations Coordinator.

This role forms part of the broader professional staff Faculty team, and as such may be required to collaborate and support across multiple schools, and other teams within the Faculty as needed.

### KEY ACCOUNTABILITIES

#### 1. Administrative and Operational Support

- Assist the Business Operations Coordinator to ensure the Faculty's administrative functions are delivered effectively and efficiently, including monitoring priorities and making recommendations.
- Prepare faculty-related documentation using a range of software applications (e.g. word processing, spreadsheets, databases, and presentation tools).
- Draft, format, and produce correspondence, ensuring compliance with University protocols and presentation standards.
- Ensure compliance with University records management requirements through accurate filing systems and document control.
- Coordinate facility-related tasks, including IT asset tracking and maintenance.
- Invoicing and processing of accounts payable transactions, ensuring timely and accurate

payments.

- Deliver general administrative support to the Faculty, contributing to smooth day-to-day operations.
- Liaise with faculty-wide administrative staff within the Operations team to ensure consistent practices and information flow.

## **2. Support for Teaching, Research, and Engagement**

- Access and maintain information across university-wide systems to support operational tasks associated with teaching, learning, research, and community engagement.
- Provide administrative support for academic staff, including assistance with governance processes and reporting requirements.
- Assist students and staff in navigating University services by connecting them with appropriate points of contact.
- Provide advice to staff on available balances and funding allocations for specific funding categories.

## **3. Event and Project Coordination**

- Support the Faculty's involvement in events such as Open Day, Course Decision Day, graduations, enrolments, careers fairs, and other University or community-based activities.
- Support the organisation and delivery of relevant Faculty activities, including international student study tours.
- Collaborate with the Marketing and Events Officer to coordinate and prepare relevant promotional materials, both print and digital, including updates to Faculty web content where required.

## **4. Professional Development and Innovation**

- Identify opportunities for process improvement within Faculty operations and recommend innovative approaches to enhance service delivery.
- Participate in professional training and development activities to maintain currency of skills in an advancing technological environment.
- Demonstrate initiative by contributing new ideas that improve efficiency, stakeholder experience, and the overall effectiveness of the Faculty.

## **5. Other Duties**

- Undertake other associated duties (commensurate with the level of this position) as reasonably required from time to time.

# **QUALIFICATIONS, EXPERIENCE AND SKILLS**

1. A relevant qualification and / or equivalent professional administrative training and experience in a large and complex organisation
2. High level of computer literacy skills, including demonstrated experience in word processing, spread sheeting, computerised presentations and database management with the ability to access and download data from mainframe systems.
3. Demonstrated analytical and problem solving skills, including an established record of exercising initiative.
4. Experience in the organisation of events and activities.
5. Demonstrated organisational, time management and administrative skills including a proven ability to work as a team member or independently as required, monitor workflows, prioritise and meet deadlines.
6. Good written communication skills including the ability to respond to routine and non-routine correspondence
7. Well-developed interpersonal and oral communication skills, including the ability to liaise with management, staff and external agencies and establish effective professional relationships.
8. Experience in office administration and the efficient management of resources

## KEY RELATIONSHIPS

- **This position reports to:** Business Operations Coordinator
- **This position supervises:** Nil.
- **Key internal relationships:**
  - Academic Staff within the Faculty
  - Professional Staff within the Faculty
- **Key external relationships:** External suppliers and vendors

## CHALLENGES

- The role provides Faculty and School administrative support whilst managing simultaneous demands across teaching, research, and governance. Requiring constant reprioritisation and the ability to shift focus quickly without compromising accuracy or service quality.
- The role requires regular use of multiple University-wide systems to manage data, student records, finance, and reporting. Ensuring accuracy while maintaining compliance with strict policies and governance protocols can be challenging, particularly when systems or processes evolve and staff and students rely on timely and correct advice.
- Supporting events such as graduations, study tours, and community-facing activities places the role in a high-visibility environment where outcomes directly affect student experience and the Faculty's reputation. Delivering these successfully requires meticulous planning, strong interpersonal skills, and the ability to resolve last-minute changes under pressure.

## UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

**Approved by:**

**Date:**