

# POSITION DESCRIPTION



## Operations Assistant



### POSITION DETAILS

|                 |                                           |
|-----------------|-------------------------------------------|
| Position Title  | Operations Assistant                      |
| Classification  | HEW Level 4                               |
| Position Number | 7002444, New TBC                          |
| Division        | Office of the Vice-Chancellor & President |

### POSITION PURPOSE

The Operations Assistant provides high-quality operational, logistical and administrative support to the Vice-Chancellor and President, ensuring the efficient delivery of daily activities and commitments across University campuses and external locations. The role acts as a key support resource within the Office of the Vice-Chancellor (OVC), coordinating transportation, operational logistics, communications and administrative tasks while maintaining the highest standards of professionalism, discretion and confidentiality. Working closely with the Principal Executive Assistant, the Operations Assistant contributes to the smooth functioning of the OVC and supports positive engagement with internal and external stakeholders.

### KEY ACCOUNTABILITIES

1. **Safely transport the Vice-Chancellor** between campuses, meetings and external engagements, ensuring punctual attendance and efficient travel arrangements. Coordinate and undertake deliveries, collections and logistical tasks as required.
2. **Maintain University vehicles** used by the Vice-Chancellor, including cleanliness, servicing, registration requirements and arranging replacement vehicles when necessary.
3. **Liaise regularly with the Principal Executive Assistant** and OVC staff to support the execution of the Vice-Chancellor's schedule and respond to changing priorities.
4. **Prepare documents, meeting materials, correspondence and presentations** using a range of software applications while ensuring accuracy and confidentiality.
5. **Assist with the coordination** of meetings, events, campus visits and stakeholder engagements, ensuring operational requirements are met.
6. **Act as a professional point of contact** for University staff, visitors, dignitaries and external stakeholders, responding to requests promptly and courteously.

7. **Handle sensitive information** with discretion and demonstrate sound judgement when dealing with confidential matters.
8. **Identify opportunities to improve** administrative and operational processes and undertake additional duties consistent with the classification level.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

### Essential

1. Relevant administrative, business or customer service qualification and/or equivalent experience.
2. Current unrestricted Australian Driver Licence with a demonstrated commitment to safe driving practices.
3. Experience providing administrative, operational or executive support in a professional environment.
4. Demonstrated ability to maintain confidentiality and exercise sound judgement when handling sensitive information.
5. Strong organisational and time management skills, with the ability to manage competing priorities and respond to changing schedules.
6. Excellent interpersonal, communication and customer service skills, with the ability to interact effectively with senior leaders, staff and external stakeholders.
7. Intermediate proficiency in Microsoft Office applications and other business systems.
8. Demonstrated ability to work independently while contributing positively within a team environment.

### Desirable

1. Experience supporting senior executives or working within a corporate, government or higher education environment.
2. Knowledge of University operations and governance structures

## KEY RELATIONSHIPS

- **This position reports to:** Principal Executive Assistant
- **This position supervises:** No Supervisory Responsibilities
- **Key internal relationships:**
  - Vice-Chancellor and President
  - Staff within the OVC
  - Campus Operations and Security teams
  - Events, Facilities and Corporate Services teams
  - Senior Executive Group members
- **Key external relationships:**
  - Visitors to the University
  - Government representatives and dignitaries
  - External venue management and service providers

## CHALLENGES

- Responding effectively to frequent schedule changes, competing demands and last-minute requests while ensuring the Vice-Chancellor's commitments are met.

- Maintaining professionalism, discretion and confidentiality while supporting the University's most senior executive and interacting with high-level stakeholders.
- Managing travel, transportation, operational support and communications across several campuses and external venues while ensuring seamless service delivery and strict adherence to timeframes.

## 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:**