

POSITION DESCRIPTION



Administrative Assistant

POSITION DETAILS

Position Title	Administrative Assistant
Classification	HEW Level 4
Position Number	Various
School/Office	Faculty
Division	Provost

POSITION PURPOSE

This position provides high-quality administrative support, contributing to the effective delivery of operational and academic services. The role supports core functions including IT coordination, asset and procurement management, travel and expense processing, and casual administration. It plays a key role in maintaining accurate records, managing inboxes, and liaising with key stakeholders to ensure smooth day-to-day operations.

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 Operations

- Coordinate IT access, asset tracking, and procurement requests in line with University policies.
- Campus faculty facilities including maintenance, stock, space, and purchasing.
- Processing of travel and expense claims (TEMS) and invoicing.
- Maintain and monitor shared inboxes, ensuring timely responses and appropriate triaging.
- Liaise with the Administration Officer and Business Operations Coordinator to support consistent administrative practices.

2. Casual Administration

- Process and track casual requests, contracts, and updates.
- Maintain the eligibility list for casual staff, including monitoring timesheet submissions and approvals.

- Provide timely support to staff regarding casual hiring processes and compliance requirements.

3. Records and Compliance

- Ensure accurate and confidential record-keeping in accordance with University policies.
- Support data entry and reporting across relevant systems (e.g., HR, finance, student systems).
- Assist with internal audits and compliance checks related to administrative processes.

4. Client Service and Communication

- Provide responsive and professional service to staff, students, and external stakeholders.
- Support the coordination of meetings, including agenda preparation, minute-taking, and follow-up actions.
- Assist with general enquiries and direct stakeholders to appropriate contacts within the University.

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 tertiary qualification and/or equivalent administrative experience in a large and complex organisation.
2. Demonstrated experience in the provision of high-level administrative services.
3. High level computer literacy skills, including demonstrated experience in word processing, spreadsheeting and database management in software packages such as Microsoft Office.
4. Well-developed interpersonal, oral, and written communication skills, including the ability to liaise with management, staff and external agencies, and establish effective professional relationships.
5. Proven ability to work as a team member or independently as required, including the ability to monitor workflows.
6. Demonstrated organisational and time management skills including the ability to prioritise tasks without close supervision.

KEY RELATIONSHIPS

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

CHALLENGES

- Balancing diverse priorities – Coordinating competing demands across the Faculty and School portfolios, each with different timelines and compliance needs.
- Navigating complex systems and compliance – Managing accuracy across multiple university systems while ensuring strict adherence to policies and regulatory requirements.

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: