

## Position Description

<b>Position Title:</b>	<b>Administration Assistant</b>
<b>Reports to:</b>	Group Executive, Consulting & Expert Opinion Services
<b>Division:</b>	Consulting & Expert Opinion Services
<b>Location:</b>	Level 16, Mathews Building, UNSW Kensington Campus
<b>Date:</b>	October 2009
<b>Reference:</b>	09-4018

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### JOB PURPOSE

The Administration Assistant is responsible for providing administration support to one Account Executive in particular, and the business in general, to ensure the smooth progress of projects from initial enquiry to client invoicing. This includes key client relationship management and the provision of the highest levels of customer service through commitment to the divisional quality standards.

### ENVIRONMENT

UNSW Global is the not-for-profit international education, training and consulting company of the University of New South Wales (UNSW). Established in 1999, the company is a wholly-owned enterprise of UNSW. The company has a specific brief to support the international initiatives and activities of the University and to provide educational activities in the non-degree market. UNSW Global seeks to leverage and enhance the UNSW brand in all its activities, well beyond the University's national and regional boundaries and borders.

UNSW Global has three core areas of expertise:

- Education and training,
- Educational measurement and assessment, and
- Consultancy services

These activities are currently managed through six business groups:

- UNSW Foundation Studies
- UNSW Institute of Languages
- Continuing Education and Learn4Life
- UNSW Study Abroad
- Educational Assessment Australia
- UNSW Global Consulting and Expert Opinion Services

The business groups are supported by a Corporate Services unit with responsibility for new business development, financial management and reporting, human resources management, marketing and communications, IT, facilities management, corporate governance, student support and student welfare.

The company also manages the University's offshore operations in Hong Kong, India, Singapore, Thailand and Vietnam including the student recruitment firm Australian Education Consultancy Limited (AEC) in Hong Kong.

### **ACCOUNTABILITY OBJECTIVES**

The Administration Assistant is accountable for:-

- Planning and managing a specific portfolio of clients and projects to strengthen the commercial relationships with key industry partners.
- Meet audit requirements and portfolio budgets by upholding the standards of excellence.
- Review of reports for quality.
- The preparation and formatting of a range of documents in a timely and accurate manner.
- Providing prompt and appropriate assistance to the staff and clients of EOS.
- Maintaining accurate information on the Navision database.

### **REPORTING RELATIONSHIPS**

- The Administration Assistant currently reports to the Senior Account Executive, on day to day activities including credit notes, project questions, leave forms etc.
- Reports to the Group Executive on performance reviews, training, dispute resolution and pre negotiations.

### **CONSTRAINTS/AUTHORITY LEVELS**

The position has no financial expenditure delegations. The position operates in accordance with UNSW Global and UNSW policy.

### **RELATIONSHIPS**

- The Administration Assistant will work together with an Account Executive to establish and maintain effective internal and external networks and relationships with staff, clients, key industry groups and service providers.
- The Administration Assistant will provide effective customer service, networking with experts and consultants resulting in strengthening of key accounts.

**MAJOR TASKS** – To be performed in accordance with the divisional quality standards.

- To provide administration support to an Account Executive and to ensure ongoing efficiency and effectiveness in business processes through 24-hour turnaround on all paperwork, including quotes, reports and invoices.
- To register new enquiries in the Navision database, send acknowledgement of enquiry to the client advising them of the job reference number, and forward all information to the Account Executive for further action within a 12 hour turnaround.
- To produce client quotes and invoices including calculation of margins within the Navision database for checking by Account Executives.
- To format expert opinion and technical reports using relevant templates, including checking, printing, copying and binding.
- Proof read reports in accordance with the Report Quality Checklist and provide feedback to the Account Executive on related issues.
- To register new consultants and maintain and update the database of expert Curriculum Vitae and Navision with expert details as required.
- Assist the Account Executive with regular follow up of client and consultant to ensure efficient management of each project.
- Filing of all paperwork.
- Participation in cross divisional working groups to achieve key performance indicators.
- Other related duties, commensurate with the level of the position, which may be assigned from time to time.

### **CHALLENGES**

- Prioritise work demands whilst accomplishing tasks with conflicting deadlines.

### **OCCUPATIONAL HEALTH AND SAFETY STATEMENT**

- Cooperate with all health and safety policies and procedures of the company and take all reasonable care to ensure actions do not impact on the health and safety of staff and visitors to the company.

### **EQUAL EMPLOYMENT OPPORTUNITY**

- Basic knowledge of the principles of anti-discrimination and equal opportunity legislation and how they would apply in a workplace.
- Able to describe the principles of equal opportunity and valuing diversity.

## **SELECTION CRITERIA**

### **Essential**

1. Commitment to excellence in customer service standards and demonstrated high attention to detail.
2. Accurate and timely provision of information and documents. Proven track record in the preparation and editing of technical reports.
3. Good organisational, administrative and analytical skills and the ability to work autonomously.
4. The ability to perform well under pressure, particularly in managing conflicting priorities.
5. Excellent communication skills, both written and verbal and an ability to communicate clearly and persuasively to various audiences.
6. Sound knowledge of office systems and equipment. Including advanced skills in Microsoft Word with strong formatting and typing skills, Outlook (or other e-mail system) and database management systems.

### **Desirable**

1. Proven administration track record eg. Databases or quoting and invoicing.
2. Experience in a legal, medical or related industry would be valuable.
3. Willingness and capacity to implement required OHS policies and safe work practice and knowledge of Equal Opportunity.

## **SALARY RANGE**

A remuneration package of \$49,000 inclusive of 9% employer superannuation contributions will be offered to the successful candidate.

## **EQUITY AND DIVERSITY**

All staff and students at UNSW Global are entitled to enjoy an environment that is fair and equitable and free from harassment. In order to achieve this, staff have the following responsibilities:

- foster a working environment that is respectful of workplace diversity; and
- cooperate with UNSW Global's activities relating to compliance with equal opportunity legislation.

Staff with management responsibility must take all reasonable steps to ensure that the work environment is free from discrimination, vilification, and sexual harassment.

## **CODE OF CONDUCT**

UNSW Global is strongly committed to a set of values and behaviour that are key to the enhancement of the working environment for all staff. UNSW Global is committed to:

- the highest ethical standards;
- an environment free from discrimination and harassment; and

- respecting and valuing the diverse communities it serves.

UNSW Global seeks to have staff who:

- behave honestly and with integrity in the course of their employment;
- act with care and diligence in the performance of their duties;
- treat others with respect and courtesy;
- recognise each others worth;
- work and collaborate together to achieve common goals;
- refrain from any form of harassment or intimidation; and
- display open and honest communication.