



## **How to Apply**

Your application must be received by UNE Life Human Resources by the closing date listed on the position advertisement. **Applications received after the closing date will not be accepted.**

Applications must be emailed to [dhiscox@une.edu.au](mailto:dhiscox@une.edu.au)

Your application should include the following:

- A Cover Letter
- A copy of your current CV
- A statement addressing the Selection Criteria as detailed in the Position Description
- Current Referee contact details
- Copies of current/valid qualifications as detailed in the Position Description

## **About the Application Process**

After reviewing the applications, the selected candidates will be called for interviews. This process may take one to two weeks.

All applicants will be contacted when the hiring process is complete.

Please contact Deb Hiscox on 02 6773 2612 if you have any questions regarding the application process, otherwise all queries relating to the position should be directed to the person notated in the position advertisement.

## **Position Details**

ITEM	DETAILS OF OFFER
Commencement date:	6 May 2019
Type of engagement:	Permanent Part Time
Position offered:	Administration Assistant
Location of position:	Security Office/s – B89 or C18, Armidale
Reporting to:	Safety, Security & Information Manager

Modern award coverage:	Security Services Industry Award 2010
Base salary:	\$ 29,406.00 per annum
Superannuation Guarantee rate:	9.5%
Ordinary hours of work:	25 hours per week
Annual & personal leave:	Entitled to accrue Annual Leave – 20 days Personal Leave – 10 days
Probationary period:	6 months
Notice period:	4 weeks



## POSITION DESCRIPTION

<b>JOB TITLE</b>	Administration Assistant
<b>BUSINESS UNIT</b>	Life Safety, Security & Information
<b>REPORTING TO</b>	Safety, Security & Information Manager
<b>LOCATION</b>	Armidale
<b>CLASSIFICATION</b>	Security Services Industry Award 2010
<b>DATE</b>	March 2019

### PURPOSE OF THE POSITION

With a focus on service excellence, the Administration Assistant will assist in the efficient and professional running of Life Safety, Security & Information offices, which contributes to the achievement of UNE Life strategic objectives.

### ORGANISATIONAL CONTEXT

UNE Life is a wholly owned, not-for-profit entity of the University of New England independently governed by a Board of Directors and managed by a Managing Director. We are a business dedicated to enhancing the experience of our students, staff and community through the provision of quality and innovative service both on-campus and off campus in the wider Armidale community.

UNELife is divided into five (5) business units:

- Retail & Hospitality Services - incorporating our retail outlets, restaurant and cafes, catering and cinemas businesses.
- SportUNE – incorporating our gym, on campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information/Event Management
- Corporate Services – finance, governance, information management and human resources.
- Student Experience – incorporating Tune FM (student radio) and Advocacy & Welfare services.

Our success to date has been built upon our ability to deliver a financially viable business whilst maintaining a relentless focus on performance and service excellence.



## KEY ACCOUNTABILITIES

- Greet all visitors and provide assistance with over the counter enquiries, creating a welcoming yet professional image
- Performing ad-hoc administration duties, including assisting with incoming/ outgoing mail as required, answering telephone and directing calls to appropriate staff, handling queries and complaints via phone, email and general correspondence
- Photocopying, Scanning, Filing and assisting with Records Management procedures
- Create and modify staff, student and contractor ID cards
- Assist with administration of the UNE parking database
- Communicate and liaise with security personnel via 2-way radio system, including directing staff to incidents

## LEADERSHIP ACCOUNTABILITIES

- Promote UNE Life values

## KEY RELATIONSHIPS

- Direct Reports:
  - Nil
- External Stakeholders
  - Suppliers
  - Students
  - Members of the Public
  - Contractors, etc
- Internal Stakeholders:
  - UNE Colleagues
  - UNE Life Colleagues

## SELECTION CRITERIA

1. Demonstrable administration experience including commitment to delivering excellent customer service, providing advice and information to visitors, students and staff.
2. Demonstrated interpersonal, negotiation, listening and communication skills with the ability to develop and maintain networks and contacts and relate to stakeholders from diverse backgrounds, understanding the need to maintain confidentiality with the ability to exercise judgement and discretion appropriate.
3. Proven organisational skills including the ability to assess priority of tasks, manage workload and meet multiple (or conflicting) deadlines.
4. Demonstrated ability to be flexible, to work proactively and cooperatively in a small team and to build productive working relationships.
5. Ability to receive guidance, mentoring and support in order to develop skills across a range of administrative functions.



## SPECIAL REQUIREMENTS

- Vibrant personality
- Must hold a current Class 1E Security Licence – Monitoring Centre Operator
- Current First Aid Certificate

## POSITION DIMENSIONS

### Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

### Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

## CHALLENGES

Major challenges facing the position are,

- Ensuring current knowledge of UNE and UNE Life 'who, what and where'
- Able to work under pressure, think laterally, react quickly and flexibly and manage competing priorities.

## EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

