

Position Description – College Support Officer

Updated June 2021

| POSITION DETAILS | |
|---------------------|---------------------------------------|
| College/Portfolio | College of Medicine and Public Health |
| Organisational Unit | Operations Support |
| Supervisor | Executive Officer |
| Classification | Higher Education Officer Level 5 |
| Employment Type | Continuing, Full time |

| POSITION SUMMARY |
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| <p>Under general supervision, the College Support Officer is responsible for providing a range of administrative, records management and organisational support tasks, for and on behalf of, the College leadership team.</p> <p>A key focus of the role is to address a range of incoming matters and general enquiries across functional areas in a timely and efficient manner, either directly or by referral to the appropriate officer.</p> <p>As the position operates within a pooled support team that collectively supports the University's College/Portfolio leadership group, the incumbent can expect to provide general support to the broader University and College leadership team during absences of other team members.</p> |

| UNIVERSITY EXPECTATIONS AND VALUES |
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| <p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred; contribute to the efficient and effective functioning of the team or work unit in order to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor; promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; perform their responsibilities in a manner which reflects and responds to continuous improvement; familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p> |



KEY POSITION RESPONSIBILITIES

The College/Portfolio Support Officer will be accountable for:

1. Providing a range of administrative support services to the College/Portfolio leadership team including:
 - responding to enquiries in a confidential and culturally sensitive manner
 - researching and providing advice and information on a range of matters;
 - drafting correspondence, background material, notes and presentations to meet deadlines;
 - maintaining and retrieving hard copy and electronic records in a confidential and timely manner; and
 - managing information and producing accurate and timely reports as required.
2. Provide a range of support services to senior leadership in a timely and effective manner, including but not limited to:
 - addressing emails and maintaining calendars, in liaison with Senior College/Portfolio Support Officer(s) to ensure a coordinated approach;
 - preparing, editing and distributing professional-standard written material, including correspondence, reports and presentations;
 - organising and supporting meetings, events and functions.
3. Build and sustain positive working relationships with a range of key stakeholders relevant to senior leadership.
4. Provide administrative support for meetings and/or committees, including preparing agendas, taking minutes and undertaking follow up work as requested.
5. Provide administrative support for external visitors, including travel, accommodation, function logistics and workspaces as required.
6. Identify and contribute to continuous improvements in systems, processes and service delivery, participating in learning and development activities and effectively collaborating with all staff to ensure a positive workplace culture.
7. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Relevant tertiary qualification, or equivalent combination of experience and/or education and/or training.
- Effective to well-developed written communication skills with capacity to prepare correspondence, agendas, minutes, briefs and other documents and respond to enquiries confidentially and autonomously.
- Effective to well-developed interpersonal and oral communication skills and the ability to relate to a wide range of staff at all levels.
- Demonstrated commitment to high quality outcomes, including an attention to detail, the ability to research and collate information from a wide range of sources, and an ability to relate tasks to the wider context.
- Experience in providing administrative services, including an ability to use judgement, initiative and confidentiality to support the activities of Senior Management.
- Informed problem solving capabilities and the ability to work with general supervision to determine and prioritise tasks and meet deadlines.
- Sound knowledge of contemporary administrative systems, software and practices, and an ability to interpret and apply a range of relevant policies and procedures within a large and complex organisation.