Position Number: TBA

Position Title: Administrative Officer

Organisation: University of Melbourne Student Union Incorporated (UMSU)

Division: Clubs & Volunteering

Employment Status: Full Time

Classification Level: PL 4

Reports to: General Manager

Reported to by: Nil

Incumbent: New Position

Date Effective: July 2017

Background:

The University of Melbourne Student Union Inc. (UMSU) is an incorporated association and is recognised by the University of Melbourne as the representative body for all students. UMSU is governed by an elected Students’ Council and twelve committees elected by and from students. UMSU is responsible for a broad range of student representative, student engagement and student support activities.

UMSU operates under the principles of Student Unionism which are broadly defined as student control of student affairs.

UMSU staff are organised within five Divisions:

- Advocacy & Legal;
- Arts & Entertainment;
- Communications and Marketing;
- Clubs and Volunteering; and
- Office of the General Manager

Each Division is supported by a Student Advisory Group that is comprised of elected student representatives and designed to support ongoing collaboration between UMSU staff and elected student representatives. Student Advisory Groups provide feedback and advice from a student perspective to enhance participation in UMSU operated programmes and services.

The UMSU Constitution establishes that UMSU will:

1. advance the welfare and interests of students;
2. represent students of the University within the University and to the community;
3. provide amenities and services, principally for students and other members of the University community, and incidentally to the public.
4. provide an independent framework for student social and political activity;
5. develop, maintain and support student clubs, societies and associational life generally;
6. promote and defend the rights of students to education on the basis of equality, without regard to race, colour, sex, sexuality, gender identity, age, physical disability, mental illness, economic circumstances, political religious or ideological conviction, or national or social origin;
7. oppose violence and/or hatred through militarism, nationalism, or discrimination on the basis of race, colour, sex, sexuality, gender identity, age, physical disability, mental illness, economic circumstances, religion, or national or social origin;
8. provide a democratic and transparent forum in which students’ affairs and interests can be governed in an effective and accountable manner; and
9. To promote free and accessible government-funded education.

In order to support these objectives UMSU staff observe the following principles:

**Alignment**
- All services and programs are aligned with UMSU’s Constitutional objectives
- Responsiveness
- Provide frank, impartial and timely advice to students and student representatives
- Provide high quality services to students
- Identify and promote best practice
- Ensure that services and programs are subject to continuous improvement and respond to stakeholder feedback
- Ensure that services and programs are delivered consistently and reliably, and are available when and where they are needed

**Integrity**
- Are honest, open and transparent in our dealings
- Use powers responsibly
- Report improper conduct
- Avoid real or apparent conflicts of interest
- Strive to earn and sustain trust at the highest level

**Impartiality**
- Make decisions and provide advice on merit without bias, favouritism or self-interest
- Act fairly by objectively considering all relevant facts and applying fair criteria
- Ensure decision-making is evidence based
- Implement UMSU policies and programs equitably

**Accountability**
- Work to clear objectives in a transparent manner
- Accept responsibility for their decisions and actions
- Seek to achieve best use of resources
- Submit themselves to appropriate scrutiny
- Commit to working with each other, students and student representatives

**Respect**
- Services and programs are delivered in an environment of respect for colleagues, students and student representatives
- Contribute to a workplace that is free from discrimination, harassment and bullying

**Leadership**
• Actively implement, promote and support these values
• Use their views to improve outcomes on an ongoing basis.

Divisional Overview

The Clubs and Volunteering Division (the Division) provides professional and administrative support to a range of student engagement and student representative activities. Staff in the Division provide support in relation to the operations and governance of student representative bodies, including Students’ Council and departmental Committees, Clubs and Societies and UMSU Volunteer Programs.

The Division supports activities and programs that are student initiated and student led.

Position Summary:

Operating under general direction, the Administrative Officer, Clubs and Volunteering Division is responsible for providing effective operational, administrative support to student representatives, volunteer program directors, and other staff within the Division. This position coordinates the student representative reception area, and is the first point of contact for enquires relating to clubs, volunteering, and student representation. In carrying out the requirements of the role, the incumbent will use of a range of desktop based programs including word processing packages, and ensure the integrity of data within various management information systems.

The incumbent must be able to undertake a variety of tasks, prioritise these, and ensure outcomes are achieved within appropriate deadlines. Tasks may involve liaising with students, staff, key stakeholders and service users across the broader organisation.

Key Accountabilities

Administration for Clubs and Volunteering
• Undertake a range of general administration and office support services including but not limited to processing and preparation of grant documentation, monitoring Clubs and Societies general meeting submissions, processing mail, ordering stationery, and coordinating office equipment requirements, daily filing
• Provide support to staff, student representatives and volunteer program directors in the Division including collation of meeting papers, filing, photocopying, general telephone enquiries and e-mails, undertaking research and sourcing documents, files and other information using a variety of sources;
• Provide assistance and quality formatting and structuring of spreadsheets, documents, reports and publications, and prepare routine correspondence and systems-generated reports;
• Maintain open and effective channels of communication with students, student representatives, volunteer program directors and staff from other divisions across UMSU;
• Undertake other related tasks as requested by the General Manager and/or Coordinators within the Division, which may include other UMSU administration, and the production and distribution of documents.

Student Representative and Volunteer Director Support
• Act as the first point of contact for student representation, clubs or volunteering enquiries, either by phone, email or face to face;
• Provide expert, timely advice, and where required actively assist students, student representatives and volunteer directors with basic finance enquiries, room bookings, internal assistance and referral, ordering and purchasing, management of shared bookable resources, interactions with University Services and other queries as required;
• Ensure services and support provided to staff, students and stakeholders are timely, accurate and of a high quality;
• Provide support to Volunteer Program Directors and Student Office Bearers to ensure appropriate access to operational infrastructure.

Support for Divisional Activities and Resources
• Support the Divisional Coordinators to ensure the provision of training and development opportunities for Student Office Bearers, Clubs and Societies and, UMSU Volunteer Programs;
• Requisition repair and maintenance requirements for the UMSU office as required;
• Manage bookings for loanable office resources and room bookings; and
• Assisting Office Bearers, the Clubs and Societies Coordinator and, UMSU Volunteer Program Directors with projects or events, which may include providing on ground event support.
• In accordance with organisational policy and guidelines maintain and update relevant parts of the UMSU Divisional website including the Clubs and Societies database and webpages;
• Make arrangements for booking University/UMSU space for use by Student Office Bearers, Clubs and Societies and, UMSU Volunteer Programs;

Record Keeping
• Under the guidance of more senior staff, undertake the prompt and accurate collection and receipting of all expenditure;
• Maintain up to date WHS compliance paperwork for UMSU Administration, Student Office Bearers and the UMSU Clubs and Societies Department;
• Provide an efficient and logical information storage and retrieval system for all records held and generated by the Division including compliance paperwork related to club camps; and
• Accurately enter, modify, and extract data and documents utilising relevant computerised systems within the Division which are designed to assist in the management of data.

Health & Safety and Environmental Responsibilities of Staff

General Responsibilities

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. OHS responsibilities applicable to positions are published at: OHS Roles and Responsibilities

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Employees.

Authority to Act

Executive authority to act is defined in:
• University of Melbourne Statutes and Regulations; and
• Individual position descriptions.

Essential Skills and Qualifications:
• Completion of a Diploma level qualification in office administration or similar field with subsequent relevant work experience or an equivalent combination of relevant experience and/or education/training in an administrative environment;
• Knowledge, skills and experience in the provision of quality administrative and office services and processes, including a demonstrated ability to plan and organise work and set meaningful priorities;
• Well-developed written and oral communication and interpersonal skills including the ability to draft correspondence and reports, deal tactfully with people from a diverse range of backgrounds and provide quality customer service at all levels;
• Well-developed computer literacy skills including experience with contemporary business packages and tools such as the Microsoft Office suite of software, E-mail, and other web software and the ability to acquire skills in the use of new software packages;
• Competent work organisation skills including the ability to prioritise tasks, achieve goals within established timelines and operate in a methodical manner paying particular attention to detail;
• Ability to work both independently and as a contributing member of a team as well as the capacity to interact effectively and courteously with staff and students within UMSU, and with external organisations and individuals;
• Demonstrate integrity and discretion to ensure all requests and queries are handled in a confidential manner;
• Demonstrated aptitude to develop a thorough understanding of administrative policies and processes; and
• Ability to maintain efficient and effective record-keeping and filing systems and databases, develop office systems and processes and the capacity to maintain strict confidentiality.

_Desirable Skills and Qualifications:_

• Previous experience working in either the Education or Not-For Profit sectors
• Demonstrated commitment to the principles of student unionism

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*I have read, understood and agree to comply with the position description.*

Signed: ___________________________  Date: __________

(Incumbent)

Signed: ___________________________  Date: __________

(Supervisor)