



POSITION DESCRIPTION – Professional Services Staff For levels 1 to 5

Position Title: Administrative Assistant (Residences)

Level: 3/4

Division: Division of Student Life

Unit: Student Residences

Primary purpose of the position:

Our Administration Assistant team is the primary point of contact for information for our residences across UOW, connecting with current and future residents as well as external and internal stakeholders. This position seeks to provide the highest standards of customer service while maintaining adherence to University policy and procedure.

Position Environment:

The University of Wollongong is a leading Australian university with a history of outstanding achievement in teaching and learning. UOW attracts students from more than 130 countries and is fundamentally committed to providing our diverse body of students with an engaging world class and internationally oriented learning experience. For more than a decade, UOW has proven to be outstanding in the area of student experience. UOW has been recently recognised nationally across all six student experience categories in the Australian Good Universities Guide, scoring an impressive five-stars for its high level outcomes in ‘Student retention’, ‘Skills development’, ‘Teaching quality’, ‘Overall satisfaction’, ‘Learner engagement’, ‘Learning resources’ and ‘Student support’.

UOW is globally ranked among the top 250 universities and is internationally respected focusing on excellence and impact in research and teaching and learning. There are approximately 32,000 students studying at UOW’s onshore and offshore campuses. UOW is committed to ensuring the highest quality student experience is delivered at all of its campuses. The provision of efficient and effective academic administration processes is a key contributor to UOW vision.

The Division of Student Life (DSL) is responsible for the delivery of academic operations, admissions, accommodation services. Student wellbeing and DSL leads the transformative management of the student lifecycle at UOW.

DSL supports five key residences (2,278 beds) across the Wollongong CBD and Wollongong Campus. Additional accommodation support and airport transfer service operates from the SWS Campus and Sydney CBD Campus.

Major Responsibilities:

Tasks	Percentage of time
1. Day to Day Reception Operations <ul style="list-style-type: none"> • Provide high level customer service and support to all enquiries, via face to face interactions at reception, telephone and email. • Processing of forms associated with residence functions such as arrivals, transfer, departures. • Day to day data entry to ensure individual residential records are keep up to date in StarRez (UOW's residential customer relationship management system) • Assisting Residence Managers in the delivery of Residence –based events to enhance the Student experience • Scanning of records and attaching to residents records in StarRez (eg, Arrival, Transfer, Departure bundles) 	50%
2. Administrative Functions to Support Residence Operations <ul style="list-style-type: none"> • Logging maintenance and cleaning requests in to the Facilities management maintenance system BEIMS and StarRez. • Financial processing including student payments, daily and weekly banking, processing and maintaining moneys. • Resident incident data entry into StarRez. • Resource Management. • Other administration functions related to the student lifecycle within residence (e.g. release from accommodation request forms, mail, intention to vacate (ITV) tracking, transfers, room bookings and meal cards) 	35%
3. Supporting management team with administrative tasks	10%
4. Guest unit management – enquiries, bookings, invoicing and payments through to departure, cleaning and maintenance requests.	5%
6. Records management in accordance with University policies and procedures.	
7. Supervisory roles: Communicate and consult with staff on workplace and staffing matters.	Ongoing
8. Observe principles and practices of Equal Employment Opportunity	Ongoing
7. Have WH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document	Ongoing

Reporting Relationships:

Position Reports to: Manager or Senior Manager (depending on location)

The position supervises the following positions: N/A

SELECTION CRITERIA:

Essential:

- Demonstrated ability to provide friendly, courteous and well-informed customer service.
- Well-developed interpersonal and problem-solving skills, with the ability to take the initiative in identifying and pursuing opportunities to improve existing practices and services.
- Ability to acquire and retain a high volume of detailed information.
- Aptitude to quickly obtain a working knowledge of web-based systems and other service-related technology.
- The capacity to forward plan and prioritise tasks and meet deadlines in a busy environment.
- Demonstrated ability to effectively communicate with individuals from a variety of cultural and non-English speaking backgrounds.
- Combination of relevant experience and/or education and training in administration and customer service.

Desirable:

- Understanding of the higher education environment.
- Experience working in a fast-paced contact center environment.

Personal Attributes:

- Genuine passion for customer service
- Ability to take initiative
- Ability to work harmoniously within a diverse team
- Ability to thrive in a fast-paced contact center environment

Special Job Requirements:

This position has been classified as “child-related work”. In accordance with relevant legislation, prohibited persons are not permitted to apply for positions that are classified as “child-related work”. Accordingly, candidates will be required to undertake a Working with Children Check, identity verification and referee checks as part of the recruitment process. For more information on how to apply for the clearance, please visit the Office of the Children's Guardian website <https://ocg.nsw.gov.au/working-children-check>

- Availability to work on a rotating shift roster between the hours of 8.00 a.m. and 6.00 p.m.
- Availability to occasionally work extended hours and weekends when required.
- May be required to work outside of standard business hours or across UOW residences.

Roles and Responsibilities in Relation to Workplace Health and Safety:

The University of Wollongong is committed to providing a safe and healthy workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely and be engaged in activities to help prevent injuries and illness. In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

All Staff

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the document [Roles And Responsibilities for WHS](#) and [WHS Management System](#).

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.