

Student Care Inc

POSITION DESCRIPTION

TITLE:	STUDENT CARE ADMINISTRATOR
REPORTS TO:	Manager Student Care
DIRECT REPORTS:	Nil
CLASSIFICATION:	HEW Level 4
POSITION STATUS	Full time (1.0 FTE) / Fixed Term Contract
LOCATION:	University of Adelaide – North Terrace Campus

ABOUT STUDENT CARE

Student Care is an incorporated organisation providing student advocacy and welfare services on behalf of YouX for the students of the University of Adelaide.

These services include:

- Advocacy, advice and support in complaints, grievances and student issues both within the University and involving external agencies
- Academic, personal and financial information, provision of support and referral as appropriate
- Loans and small grants
- Subsidised accommodation
- Tax help and legal assistance
- Budget Support

The Employment Service provides:

- Interview preparation techniques.
- One-on-one feedback/advice on preparing cover letters and resumes for the casual employment market.
- Discounted accredited training for students.

PURPOSE OF POSITION

The Student Care Administrator provides administrative support as well as front counter reception and information to students who access the Student Care Inc. and Student Employment Services. This role provides specific administrative support by booking appointments, maintaining student records, administering specific procedures and responding in the first instance to students with enquiries. The position also assists with event organisation and stock control including for Breakfast Club. Student Care is a busy office and capacity to multi task is essential.

SCOPE

Reception

Responsible for providing a reception function to the Student Care and Student Employment Service team.

Team Support

Responsible for the secretarial and administrative support of the Student Care & Student Employment Services team including participation in miscellaneous events, activities, programs and service delivery as requested.

Administration

Responsible for all administrative support of the Student Care & Student Employment teams.

Records Management

Responsible for the effective management, storage and access of student records and other confidential material.

KEY RESULT AREAS AND RESPONSIBILITIES

Key result area:	Major activities:
RECEPTION	<ul style="list-style-type: none"> • Work collaboratively with the Student Care team to assist in providing a successful and meaningful service. • Respond to all front office enquiries with accurate information in a timely and professional manner. • Undertake general office duties including reception, administration and clerical support to Student Care. • Make bookings for Tax Help and the visiting legal service and maintain confidentiality at all times. • Provide reception and administration functions to Student Employment Service in liaison with the Student Employment Coordinator, under oversight of the Student Care Manager. • Proactively seek ways to assist the Student Care team through administrative initiatives and services.
CUSTOMER SERVICE	<ul style="list-style-type: none"> • Respond to student and staff enquiries including counter, telephone and email enquiries in a professional, confidential and timely fashion. • Appropriately redirect complex issue enquiries to the Education & Welfare Officers or Employment Service staff. • Develop and maintain positive and strong working relationships both with internal and external stakeholders. • Provide courteous, prompt and polite service.
ADMINISTRATION	<ul style="list-style-type: none"> • Maintain staff calendars, appointment bookings, and filing systems. • Manage front counter enquiries and student appointments in accordance with Student Care procedures and protocols. • Maintain accurate records in accordance with service requirements. • Prepare monthly grant related spreadsheets, and maintain records in relation to ongoing grant expenditure by Student Care Inc. • Provide all other administrative and clerical assistance as requested by the Education & Welfare Officer's (EWO) or the Employment Services Officer, with oversight of workload by Student Care Manager. • Coordinate event and project support materials as required. • Act as minutes secretary for the Student Care Inc board. • Administer, reconcile, and write up request for petty cash; food support vouchers, grant payments. • Prepare, upload and keep records of invoice payment requests.
RECORDS MANAGEMENT	<ul style="list-style-type: none"> • Ensure accurate records and systems are maintained, including the appropriate filing and archiving of original grant applications and support documentation for same. • Maintain confidential filing systems
	<ul style="list-style-type: none"> • Attend regular all staff meetings as scheduled.

Participate in a positive culture	<ul style="list-style-type: none"> • Meet regularly with the Manager, Student Care. • Voice views and concerns in a constructive manner. • Participate in quality improvement and training and development activities. • Contribute to promotional opportunities for the Student Care & Student Employment services.
WHS	<p>Ensure that the work environment and work practices adopted lead to good health and safety performance. This involves compliance with all relevant WHS Legislation, Codes of Practice Standards, Policies, Operating Procedures and work instructions and being actively involved in AUU's WHS systems and procedures.</p> <p>In particular all staff must:-</p> <ul style="list-style-type: none"> • Notify hazards incidents, accidents and injuries • Use plant and equipment in a safe manner • Actively participate in appropriate WHS training • Do nothing which puts themselves or others at risk of injury, or condone this behaviour in others.

SELECTION CRITERIA

Essential Criteria:	Desirable Criteria:
<p>Qualifications:</p> <p>Skills, experience, and knowledge:</p> <ul style="list-style-type: none"> • Ability to manage a varied workload without supervision. • Ability to determine priorities and meet deadlines. • Ability to develop and maintain effective working relationships with key stakeholders, peers and staff at all levels. • Ability to set priorities and respond to changing circumstances. • Ability to anticipate needs and be proactive. • Effective time management and organisational skills. • Outstanding customer service skills and understanding of customer service principles. • Demonstrated experience in customer relations maintaining a high level of confidentiality. • Demonstrated experience in Reception duties including 'front of house' enquiries • Demonstrated ability to maintain effective office management systems with a high degree of computer literacy with experience in word processing, databases, Excel spreadsheets and report formatting. • Demonstrated experience in the provision of high level administrative tasks including excellent organisational, and time 	<p>Qualifications:</p> <ul style="list-style-type: none"> • An equivalent combination of relevant experience and/or completion of post-secondary qualification (at certificate or diploma level). • Experience in a Human Services or University setting would be beneficial. <p>Skills, experience, and knowledge</p>

management skills.

- Excellent interpersonal communication skills including the ability to effectively communicate with people with disabilities, from non-English speaking backgrounds or seeking personal assistance.
- Demonstrated ability to both take direction and work independently, and work collaboratively as part of a team.
- Previous experience working in the human services sector is desirable.
- Previous experience in a University environment is desirable.
- Ability to communicate in a language in addition to English (desirable).

Personal Attributes:

- Ability to listen.
- Positive attitude.
- Ability to speak clearly.
- Ability to maintain confidentiality.
- Ability to maintain positive relationships with others.
- Self-starter, uses initiative.
- Cheerful and welcoming manner.

SPECIAL CONDITIONS

- Must hold a current and valid DCSI Working With Children Clearance
- The appointment will be subject to 2 months probation.
- The incumbent will be required to undertake an annual performance agreement with direct manager, using the performance development process.
- Take personal responsibility for understanding and complying with YouX policies and procedures including WHS and equal employment opportunity.
- Possession of a current Class C Drivers License, willingness to drive if required.
- Out of hours work may be required. Time off in Lieu will be provided.
- Travel between campuses (Roseworthy & Waite) may be required.
- Strictest standards of professional confidentiality must be maintained at all times.