

Position Description – Senior Portfolio Support Officer and Executive Assistant to the Chancellor

Updated 28/02/2024

POSITION DETAILS	
Portfolio	Portfolio of the Vice-Chancellor
Organisational Unit	Office of the Vice-Chancellor
Supervisor (Title)	Senior Executive Officer
Classification	Higher Education Officer Level 6
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Under general to broad supervision, the Senior Portfolio Support Officer and Executive Assistant to the Chancellor is responsible for coordinating a range of complex administrative and organizational tasks and functions, for and on behalf of the Chancellor, as well as the Office of the Vice-Chancellor.</p> <p>A key focus of the role is to ensure that a range of incoming matters and general enquiries across functional areas are progressed and resolved in a timely and efficient manner, either directly or by referral to the appropriate officer.</p> <p>Based in Flinders City Campus, this role provides direct support to the Chancellor of Flinders University as well as assisting in the oversight of the Executive Office in the city campus, including all executive administrative service delivery at that location.</p> <p>The successful candidate will exercise sound judgement, show a high degree of initiative, and apply discretion in dealing with sensitive business matters. The successful candidate will also be required to work collaboratively with others and build productive relationships.</p> <p>As the position forms part of the University's Executive Office, the incumbent can expect to provide broader support during absences of other team members</p>

UNIVERSITY EXPECTATIONS AND VALUES
<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 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; and 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> <p><i>An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University COVID-19 Vaccination Policy (2022). If required, any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption, where relevant.</i></p>

KEY POSITION RESPONSIBILITIES

The Senior Portfolio Support Officer and Executive Assistant to the Chancellor will be accountable for:

1. Coordinating incoming and outgoing communication on behalf of the Chancellor, ensuring matters are progressed and resolved in a timely and efficient manner and in accordance with relevant University policies, practices and protocols, including:
 - a. Researching and providing advice and information on complex matters;
 - b. Monitoring the correspondence flow and preparing draft responses, background materials, notes and presentations when required;
 - c. Coordinating the progress of matters, tracking responses and initiating follow-up action, and
 - d. Ensuring that all records are maintained and up-to-date.
2. Providing a range of support services to the Chancellor and other executives as required in a timely and effective manner, including:
 - a. Email management;
 - b. Calendar management;
 - c. Travel bookings and arrangements, and
 - d. Preparing, editing and distributing professional-standard written material, including correspondence, reports and presentations.
3. Organising a range of events, conferences, functions and special events on behalf of the Office of the Vice-Chancellor, including:
 - a. Preparing function and meeting spaces;
 - b. Organising and managing catering requirements for functions and events, and
 - c. Coordinating event logistics, including invitations, managing RSVPs, etc.
4. Coordinating reception duties, executive support and Executive Office management for Level 14, Flinders City Campus.
5. Providing executive support for staff meetings and committees and/or working parties, including scheduling, managing diaries, preparing agendas, taking minutes and undertaking follow up work as required.
6. Providing communication and organisational support for external relationships relevant to executive leadership.
7. Contributing to the development and improvement of administrative systems, processes and practices, and operational requirements that support the operations of the Executive Office.
8. As appropriate, organising and providing support for external visitors, including travel, accommodation, function logistics and workspaces as required.
9. Any other responsibilities in line with the level of the position 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.
- Well-developed written communication skills with capacity to prepare correspondence, agendas, minutes, briefs and other documents, and respond to enquiries autonomously.
- Strong, effective and diplomatic interpersonal and oral communication skills, and the ability to relate to a wide range of staff at all levels.
- Demonstrated experience in the provision of high-level administrative services, including an ability to use judgement, initiative and confidentiality to ensure high-level support for the activities of the Chancellor and senior management.
- Demonstrated commitment to high quality outcomes, including an attention to detail, the ability to collate and analyse information from a wide range of sources, and an ability to relate tasks to the wider context.
- Demonstrated experience in organising and administering impactful events and functions.
- Strong problem-solving capabilities and the ability to work with broad supervision to determine and prioritise tasks and meet deadlines.
- Sound knowledge of contemporary administrative systems, software and practices, and experience in interpreting and applying a range of relevant policies and procedures within a large and complex organisation.
- Display personal drive and integrity by demonstrating initiative and effective problem-solving skills when managing issues and projects.
- The ability to be self-guided and work autonomously to organise workload to achieve accurate and complete outcomes, using strong attention to detail skills.
- Demonstrated ability to be self-organised and manage multiple projects simultaneously, effectively prioritising to achieve all objectives in a timely manner.
- A willingness to be flexible, show initiative, and respond quickly in the face of changing situations.
- Demonstrated ability to deal with confidential and sensitive matters.