

Position Description – Senior Portfolio Support Officer

Updated 6 March 2024

POSITION DETAILS	
Portfolio	Portfolio of the Vice-Chancellor
Organisational Unit	Office of the Vice-Chancellor
Supervisor	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 is responsible for coordinating a range of complex administrative and organisational tasks and functions, for and on behalf of the Portfolio leadership team.</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>As the position operates within a pooled support team that collectively supports the University's Portfolio leadership group, the incumbent can expect to provide general support to the broader University leadership team 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 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> <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 will be accountable for:

1. Coordinating incoming and outgoing communication on behalf of the Portfolio leadership team and ensuring matters are progressed and resolved in a timely and efficient manner and in accordance with relevant University policies, practices and protocols including:
 - responding to enquiries in a timely and efficient manner and initiating communication;
 - researching and providing advice and information to complex matters;
 - monitoring the correspondence flow and preparing draft responses, background material, notes and presentations when required;
 - coordinating the progress of matters, tracking responses and initiating follow-up action; and
 - ensuring that all records are maintained and up-to-date.
2. Providing a range of support services to the Portfolio leadership team in a timely and effective manner, including but not limited to:
 - email management;
 - calendar management;
 - preparing, editing and distributing professional-standard written material, including correspondence, reports and presentations;
 - organising a range of events, conferences, functions and special events on behalf of the Portfolio.
3. Providing executive support for staff meetings and committees and/or working parties. This includes scheduling, managing diaries, preparing agendas, taking minutes and undertaking follow up work as required.
4. Assisting senior staff with the preparation and compilation of diverse and complex reports, presentations and management papers, through the provision of background material and/or assisting with drafts as required.
5. Providing communication and organisational support for external relationships relevant to executive/senior leadership.
6. Contributing to the development and improvement of administrative systems, processes and practices operational requirements that support the operations of the Portfolio leadership team.
7. As appropriate, organising and providing support for external visitors, including travel, accommodation, function logistics and workspaces as required.
8. Providing guidance and mentorship to Portfolio Support Officers
9. 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.
- 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 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 events or 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.