

POSITION DESCRIPTION



Position	Administrative Support Officer (Equity)
Level/Classification	HEW0405
Reports to	Manager – Access and Inclusion
Unit	Access and Inclusion
Directorate	Access, Wellbeing and Equity
Positions Supervised	Nil

Position Purpose

The Administrative Support Officer for Access and Inclusion provides administrative support and assistance to the staff of the Access and Inclusion Office, including the daily duties associated with administration of this office and other AW&E services as required. The position also coordinates supports for students with disability and/or health conditions.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Bididi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

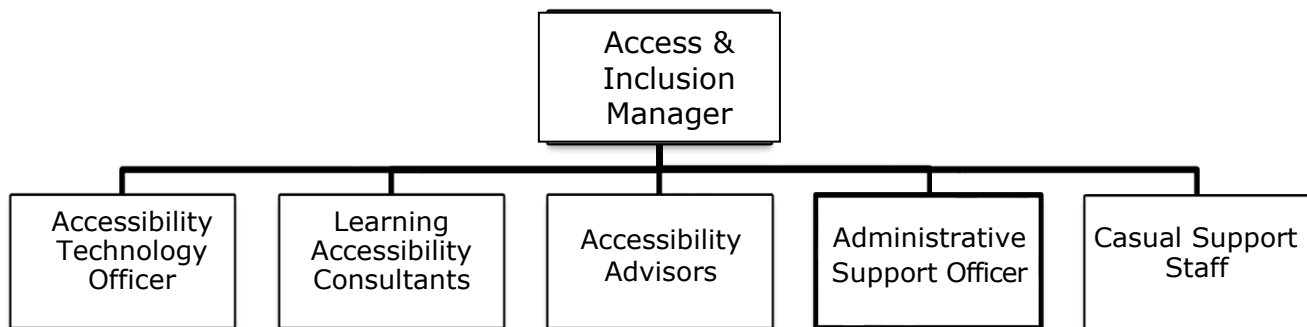
- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

About the Work Area

Access, Wellbeing & Equity provides professional and innovative services that optimise the student journey and promote the wellbeing of the wider university community. The administrative position plays a vital front of house role, coordinating the service for a multidisciplinary team of professionals.

Reporting Relationships



Key Responsibilities/Duties

1. Provide confidential professional reception services for Access and Inclusion including prioritising and scheduling appointments for staff on Murdoch campuses.
2. Coordinate all coursework and exam supports for students with disabilities and health conditions including the coordination and monitoring of equipment, software, casual employees and assessments as appropriate. Document all administrative processes, roles and responsibilities for the casual staff positions.
3. Attend to all in-person, email and telephone enquiries from students, staff and members of public. Provide appropriate support to students' needs: assess, evaluate and prioritise – students may be distressed or in crisis.
4. Manage confidential patient files in accordance with legislative requirements and according to relevant university policy
5. Administer all general office procedures including financial processes, maintenance of assets and asset records, staff calendars, student appointments, contracts and timesheets for casual staff, stationery, and promotional materials (hard copy and online)
6. Provide administrative support services to the Manager and Consultants/Advisors in carrying out their duties including taking minutes.
7. In collaboration with others and under the direction of the Access & Inclusion Manager, collate and prepare data for Additional Supports for Students with Disability Application for Reimbursement Claims.
8. Liaise with staff of the University and outside agencies as directed
9. Coordinate events, workshops, seminars and social media posts and update Access and Inclusion LMS Unit and website as directed
10. Carry out, and assist with, other duties as required including providing

administrative cover and using relevant client management system when operational demands require.

Selection Criteria

Essential

1. Completion of a diploma level qualification with relevant work-related experience or an equivalent combination of relevant experience and/or education/training
2. Demonstrated high level professional administrative and reception experience in a disability, wellbeing or healthcare setting, including and use of electronic clinical record systems
3. Demonstrated ability to address student needs in a positive, empathetic, and efficient manner in challenging circumstances.
4. Demonstrated high level of computer literacy and proficiency in the production of high- level work using software such as Microsoft Office applications and specified University software programs, with the capability and willingness to learn new packages as appropriate
5. Demonstrated high level of organisational, time and workload management skills, including the ability to prioritise workloads to meet strict deadlines
6. Highly effective communication, customer service and interpersonal skills, and the demonstrated ability to interact constructively and collaboratively with staff at all levels of the organisation
7. Ability to work in a team environment as well as demonstrated ability to use initiative, assume responsibility for tasks and projects and to resolve problems with minimal supervision.
8. Demonstrated commitment to socially inclusive practices, including person-centred approaches.

Desirable

1. Previous experience in a University environment.
2. Experience in website maintenance
3. Senior First Aid certificate and/or Mental Health First Aid training

Work Requirements

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
2. Willingness to be flexible with providing admin cover as directed
3. Some after-hours work may be required.
4. Be able to provide evidence of appropriate vaccination or immunity in accordance with the University's Immunisation Policy.

General Obligations

- While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.