The purpose of this position description document is to provide you with a clear understanding of your role, and how that role fits within Melbourne Institute of Technology (MIT) as an organisation. This document provides an outline of your key areas of accountability and desired outcomes from satisfactory performance of the role. It does not provide an exhaustive list of tasks and activities that are required to be performed in order to fulfil the role.

**POSITION DETAILS**

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Administrative Assistant</th>
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<tbody>
<tr>
<td>School / Division</td>
<td>Academic Department</td>
</tr>
<tr>
<td>Time Fraction</td>
<td>Full Time</td>
</tr>
<tr>
<td>Campus</td>
<td>Melbourne</td>
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<tr>
<td>Employment Mode</td>
<td>Fixed Term – 1 year</td>
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**MIT VISION AND GOALS**

Founded in 1996, Melbourne Institute of Technology (MIT) has grown dynamically as one of the leading private, higher education providers in Australia with campuses in Melbourne and Sydney. MIT is a teaching only Higher Education Institution. Our vision, mission, values and goals as approved by the MIT Board of Directors are set out below.

**Vision**

MIT aspires to be a leading private higher education provider nationally and internationally by proactively developing innovative educational approaches to meet industry needs and by a commitment to inspire tomorrow’s graduates.

**Mission**

MIT, through its higher education programs and personalised and transformational student experience, provides the opportunity for individuals to access knowledge and to enrich and transform their futures.

**Values**

1. Excellence in;
   - learning
   - teaching
2. Integrity;
3. Accountability;
4. Transformational Change.

**Goals and Priorities:**

1. To provide high quality programs that meet the needs of our students and industry;
2. To provide an inclusive environment where all students have the opportunity to succeed;
3. To strengthen institutional effectiveness, financial sustainability, collegial governance and sense of community;
4. To make collaboration an integral part of all our activities.

**MIT ORGANISATIONAL STRUCTURE**

MIT business model comprises four (4) key focus areas as guided by its vision: Academia, Finance, Marketing, and Operations. Our organisational structure is designed to ensure each of these areas is fully resourced. Our Executive Management Team is responsible for the development of our strategic plan and effective implementation of strategies across all business areas. It comprises our:

- Chief Executive Officer,
- Managing Director,
- Director of Marketing and Student Engagement,
- Human Resources Director (pro term)
- Academic Director,
- Campus Director and
- General Manager
DEPARTMENT CONTEXT

The MIT Academic Department, principally based at the MIT Melbourne Campus consists of two schools - the School of Information Technology & Engineering (SITE) and the School of Business (SoB). The schools offer a range of programs from Diploma, undergraduate degree to post graduate degrees in Business, Accounting, IT, Engineering (Telecommunications) and Networking programs, to Australian and International students. The academic Department also oversees the partner provider’s programs in Melbourne.

One of the major aims of the Academic Department is establishing the culture of shared values, attitudes and strategies to further the MIT Goals of producing competent, work-ready graduates for a number of business professions.

RESPONSIBILITIES

The Administrative Assistant - is responsible for ongoing effectiveness and efficiency of student academic administrative services. This responsibility incorporates the areas as set out below.

<table>
<thead>
<tr>
<th>Area</th>
<th>Outcomes</th>
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</table>
| Provide Services to MIT Academic Department | • Executive and administrative support to the Academic Director and Heads of Schools  
• Contribute to the planning and procedures required for the Schools’ unit and course offerings, timetable etc  
• Ensure reports, correspondence and other communications are informative, well presented and on time, including compilation and of examination materials (photocopying and storage) and other documents as necessary.  
• Maintaining a central filing system (electronic and hard copy) together with maintenance and monitoring of all records for the Schools.  
• Assist with special School and MIT events including Orientation and marketing initiatives.  
• Service of all requirements including provision of agenda, papers, minutes and records for MIT’s Academic Board, Teaching and Learning Committee and the Schools’ Ratification of Results meetings.  
• Access and use the student information systems, MIT website, handbooks and other publications and resource materials to assist in the provision of services.  
• Maintain the Schools’ intra-net J drive materials and archives in a cohesive system.  
• Maintain supplies of all resource materials, forms and other materials required for display or for use by staff or students, ensuring that they are up-to-date and readily accessible |
| Provide services to students              | • Promote a positive and professional public image for MIT within and outside the organisation.  
• Communicate effectively and proactively with all stakeholders (Academic Director, Heads of School, Course Coordinators, academic, casual and general staff and management of MIT).  
• Face-to-face and telephone information, problem resolution to students, staff and the public.  
• Receiving MIT guests and clients which may include reception duties and ensuring that they are appropriately attended to and directed to the correct staff member/areas  
• Ensure that all student enquiries are dealt with in a timely manner and that all telephone enquiries are handled professionally |
### RESPONSIBILITIES

| Management and Organization | • Providing assistance for the Academic Director and Heads of School or their nominee.  
| | • Manage and maintain procedures relating to students and the Schools.  
| | • Provide secretarial and administrative support to all relevant MIT academic committees (Academic Board, Teaching and Learning Committee, Ratification of Results meetings)  
| | • Follow MIT Academic Department rules and procedures  
| | • Serve as primary contact for all credit transfer matters within the academic department  

| Reporting | Provide regular reports to the Reporting Officer (ASO)  
| | • Regular reporting on the overall activities undertaken to improve student administrative academic services  
| | • On a quarterly basis on the overall state of the MIT Schools Administration area (must include a summary of student complaints, specific counter or phone enquiry reports, appointment records for senior staff etc.)  

| Understanding of Quality Assurance and compliance | • Demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply to the Department  
| | • Demonstrate an ongoing commitment to MIT compliance and quality assurance processes  
| | • Demonstrate knowledge of the organization, policies and procedures  
| | • Demonstrate complex problem resolution techniques with reference to established techniques and developed procedures.  

| Liaison & Interaction | • Liaise closely with other departments on issues relating to students, course administration, policy, client service and other relevant areas associated with the activity of the Academic Departments.  
| | • Liaise and communicate with MIT stakeholders.  
| | • Maintain an awareness of the MIT operating environment in order to liaise effectively with a diverse range of staff and students.  
| | • Observe MIT protocols at all times.  

| Other Duties | • As required  

### COMPETENCIES – SELECTION CRITERIA

The following core competencies are required to effectively fulfil the requirements of this role:

- General management skills (ie skills and abilities required to manage not only self but others including delegation, supervision, communication)
- Team contributor
- Technical skills and knowledge:
  - A Diploma or Degree in IT/Computing/Business/Commence or equivalent
  - Client service experience / background

#### Knowledge/Experience/Attitude/Skills

1. Excellent communication skills both oral and written  
   Mandatory

2. At least one year experience in an educational environment  
   Mandatory
3. Excellent interpersonal skills and demonstrated ability to work effectively and consultatively in teamwork environment  
   **Mandatory**

4. Organisational and administrative abilities necessary for administration of a busy academic department  
   **Mandatory**

5. Demonstrated commitment and enthusiasm for teaching and a quality teaching evaluation and/or record  
   **Highly desirable**

6. Knowledge and understanding of the needs of the student ‘at risk of not progressing academically and its management  
   **Highly desirable**

**PERFORMANCE MANAGEMENT – SCHEDULE B**

Staff performance is managed in accordance with MIT Performance Management System which incorporates:

- Regular performance reviews
- Ongoing feedback
- Identification of professional development needs and provision of support
- Reward structure

Specific performance goals will be set with you during the course of your performance review. Further details in relation to the MIT Performance Management System will be provided by our Human Resources Director.

<table>
<thead>
<tr>
<th>Focus area</th>
<th>Measure - example</th>
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<tbody>
<tr>
<td>Student satisfaction and retention</td>
<td>Quality of service via student survey and statistics</td>
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<tr>
<td>Efficient systems and procedures</td>
<td>Response time (e.g. to student enquiries; from receipt of query details to finalisation)</td>
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</tbody>
</table>
| Relationships                                  | Survey results – staff, student  
  Staff statistics – retention, leave  
  Federation university feedback               |
| Maximisation of resources                      | Financial budget (including value for money considerations)                      |