

# Position Description Guide



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## INTRODUCTION

The Guide outlines the process for the completion of position descriptions. A position description is used to:

- clarify the role requirements;
- classify a position;
- inform prospective candidates about a position;
- provide the basis for identifying and discussing work objectives and formulating a development plan in the Planning, Development and Review process; and
- assist with career planning.

The position description should clearly outline the nature of the work and describe the responsibilities and outcomes; capabilities and behaviours; knowledge and experience necessary to successfully perform in the position.

The position description should describe the position, not the person holding the position.

To prepare a position description use the Position Description Template found at 'Forms & Templates' <https://www.adelaide.edu.au/hr/recruitment/position-descriptions-for-professional-staff>

## RESPONSIBILITIES

**Manager/Supervisor** The immediate line manager/supervisor is responsible for completing the position description in consultation with the incumbent (except when the position is new or an existing position is vacant). Managers / supervisors are encouraged to liaise with their HR Advisor for advice on how to complete the position description template.

**Head of School/Branch** The Head of School / Branch has the delegation to authorise the content of the position description (in the authorisation section at the top of the first page) before forwarding it to Human Resources.

**Human Resources** Human Resources will ensure the position description is formally classified in accordance with the University of Adelaide Enterprise Agreement (EA) Classification Standards (Professional Staff).

The position description will be authorised with a name and date.

A position number will be created when a request for a new contract is submitted where there is no existing position number.

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# COMPLETING A POSITION DESCRIPTION

## POSITION DETAILS

POSITION DETAILS	
Position Title:	
Position Number:	
Classification:	
Faculty/Division:	
School/Branch:	
Reports to ( <i>position title</i> ):	
Delegations:	
Special conditions:	
Significant working relationships:	

**Position Title** The Position Title is important for communicating the type of position and indicating the responsibilities of the position. For the University to attract the appropriate people to the position, the title should be aligned with the internal and external market. Position titles should be simple, free of technical jargon and descriptive, so that the position can be quickly identified.

**Position Number** Each position in the University has a position number to identify the specific position. If the position is an existing position, a position number will already be assigned.

Human Resources will create a position number when a request for a new contract is submitted where there is not an existing position number.

**Classification** For new positions yet to be classified, the classification will be provided/confirmed by Human Resources once the position description template has been completed. When the classification is confirmed, it should be added to this section. An increment step is not required.

For existing positions, record the HEO level or Senior Manager classification as per approved budget e.g. HEO6 or Senior Manager Level 1.

**Faculty/Division** Enter the name of the relevant Faculty or Division in which the position will be situated.

**School/Branch** Enter the name of the relevant School or Branch in which the position will be situated.

**Reports to (*position title*)** Enter the position title to which the described position will report.

**Delegations** If the position has the authority to commit human, financial or physical resources, then this section should be completed. The text in the position description needs to be the standard wording for all position descriptions i.e. Relevant HR and Financial delegations as prescribed to this position in the University's Delegations Table.

To check position delegations refer to the University Governance web page Delegations by positions.

<http://www.adelaide.edu.au/governance/delegations/browsebypos.html>

There may be additional delegations incorporated such as those locally determined for the position.

If not applicable it may be replaced with N/A.

**Special Conditions** This section identifies the special requirements of the position.

The University is obliged to provide reasonable adjustments for a staff member with a disability to enable him or her to carry out the inherent requirements of the job. The clause *'Reasonable workplace adjustments will be made for people with a disability'* must be included in all position descriptions.

**Please note:** Manager/supervisor should assess whether the position/s:  
(For guidance refer to the [Pre-Employment Screening Procedure](#))

- Is a prescribed position under the Children's Protection Act 1993 (SA)
  - Ensure the selection criteria (academic positions) and the position description (professional and volunteer positions), the advertisement and any other associated documentation includes the following statement, *'Evidence of an assessment and letter of clearance from the DCSI Screening Unit is required prior to making an appointment to this position.'*

OR

- Requires a satisfactory National Police Certificate due to its inherent requirements
  - Ensure the selection criteria (academic positions) and the position description (professional and volunteer positions), the advertisement and any other associated documentation includes the following statement, *'Evidence of a satisfactory National Police Certificate is required prior to making an appointment to this position.'*

Examples of additional special requirements that may be included are:

- Out of standard hours work may be required [during peak processing times] [some evening and weekend work].
- Intrastate [interstate, international] travel may be required.
- The working environment may have hazardous conditions, material or equipment.
- Current driver's licence.
- Current first aid certificate / nominate other certificates if required to undertake position requirements.
- Annual leave will not be available during January, February and March each year.
- The <Unit name> staff provide services across multiple University locations including North Terrace and the Waite campus, and such this position may be required to work where needed

### **Significant Working Relationships**

This section outlines the critical internal and external contacts of the position **other than** the supervisor and staff reporting directly to the position. The position titles for the relevant internal/external organisation contacts should be identified.

Examples of position descriptions are available in [Appendix C](#).

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## POSITION SUMMARY

POSITION SUMMARY

The position summary provides a high level overview of the role, scope of responsibility, and the key functions of the job. It should also include a brief outline of the position's location including information regarding how the role fits within the Faculty/Division and School/Branch and context of the position.

While the following are examples of the Faculty/Division and School/Branch summary, please confirm with your Faculty/Division for the 'approved' statement.

*Example: The University of Adelaide is a leading research intensive and teaching University comprising five faculties, including the Faculty of Health Sciences. The Faculty of Health Sciences has an annual budgeted turnover of over \$120 million that serves a client base of approximately 3000 students, 700 academic and professional staff, and 1400 clinical and affiliate practitioners. Professional support services such as learning and teaching, research and business are supported and led by the Faculty Office, under the direction of the Faculty Executive Director.*

*The Student and Learning Services professional staff team is the largest in the Faculty consisting of approximately 40 people. It is managed by the Manager Student & Learning Services and provides a full range of support to the faculty and academic staff including Student and Program support team staff, who support curriculum and accreditation requirements for five Schools, timetabling and academic teaching planning and assessment support.*

*Example: The Faculty of Engineering, Computer & Mathematical Sciences (ECMS) is one of five faculties at the University of Adelaide. ECMS comprises seven schools and two major research centres and is responsible for servicing the needs of over 5000 students. ECMS is responsible for teaching a wide range of under-and post-graduate programs, as well as conducting research in all disciplines. ECMS has an annual budget of approximately \$140M. ECMS has recently embarked on an ambitious transformation program with the aim of creating an innovative, agile Faculty that is recognised for leadership in education, research and global engagement.*

*Example: Financial and Procurement Services provides strategic financial management, reporting, procurement and transaction support services to the University to enable achievement of the University's teaching and research goals. The Branch is responsible for oversight of the University's annual operating budget, capital budget and asset base.*

Identify the supervision required for the level of the position. i.e. broad, limited, general in the first sentence describing the position. This is detailed in the *EA Classification Standards (Professional Staff)*, refer to paragraph heading *Level of Supervision* under each HEO classification level. For example, HEO5

### 4.5.3 Level of Supervision

*In professional positions, receive routine supervision to general direction, depending on tasks involved and experience and may be required to supervise non-professional staff at close to routine supervision level. In technical and other positions, receive general supervision and may supervise other staff at close to routine supervision level.*

The following are examples describing scope of responsibility, and the key functions (key responsibilities and broad accountabilities) of a position to demonstrate the complexity of the role and impact on the University.

*Example: Working under general direction the Assistant Accountant is responsible for supporting the Divisional Management Accountants in providing financial decision support services including the preparation of budgets and forecasts, financial performance mentoring, financial modelling, business case support and project management.*

*Example: Receiving limited direction and working with a degree of autonomy, the School Business Manager develops and maintains effective relationships by acting as a conduit between Faculty and School and is responsible for the oversight of School including the development of School business plans, administrative support and the coordination and management of professional services.*

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*Example: Working under broad direction the Team Leader Student and Program Support Services is a leadership role providing expert input into the Faculty's strategic direction and driving support services to enable a quality student experience. The role has a strong focus on leading and overseeing the delivery of high level and responsive services to students and academic staff. The Team Leader supervises and coordinates a large team of professional, multidisciplinary staff, across all Faculty sites and precincts, in the provision of quality student services and support.*

To assist with outlining the scope of the position include the impact of the position of the University and the level of decision making that is inherent in the position. Where relevant include:

- size of the budget the position controls / value of assets managed
- size of the student base affected by the position / the number of staff / type of clients
- level of decision making (for example developing / improving procedures, policies, systems, products or technology, level of planning and directing involved, the opportunity to influence or guide direction, policy and strategy)

Keeping this section brief and concise will allow the reader to get a broad understanding of the position and help them to decide if they should read on to find out more detail.

## KEY RESPONSIBILITIES

KEY RESPONSIBILITIES	
	<ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>
Other reasonable duties commensurate with classification level.	

The key responsibilities are contextualised by the Position Summary which will give the reader a better understanding of the position. They should be expressed concisely and identify the broad requirements of the position e.g. Stakeholder Relations and Management; Leadership; HR Advice; Project Management; or Administration. The descriptions of the key responsibilities (expressed as outcomes) generally begin with a verb such as develop, deliver, build, produce etc.

## PEOPLE MANAGEMENT RESPONSIBILITIES

PEOPLE MANAGEMENT RESPONSIBILITIES
<ul style="list-style-type: none"> <li>•</li> </ul>

This section identifies the key people management responsibilities for the position if the role manages or supervises staff.

The key responsibilities could include:

- Ensure a safe work environment and compliance with University HS&W policies and legislation.
- Effectively lead the professional staff in all aspects of people management including providing guidance, support and development.
- Ensure effective people management of direct reports to enable the team to deliver the business outcomes effectively and efficiently as practicable.
- Positively engage direct reports in the Planning, Development and Review process, and identify opportunities for staff to promote continuous improvement through professional development and project opportunities.
- Provide induction to new staff member.
- Provide leadership and guidance in ensuring a service culture and student centric approach is applied within professional services.
- Lead, mentor and coach staff to promote continuous improvement, including undertaking on-the-job training/instruction and providing daily feedback and performance management;
- Monitor, prioritise and coordinate workflow of direct reports.

'Ensure a safe work environment and compliance with University HS&W policies and legislation' is a **mandatory statement** for all people management positions and must be included.

Review suggested options in text box and include those relevant and/or include others specific to this position.

Note: If there are no people management responsibilities insert N/A.

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## CAPABILITIES AND BEHAVIOURS

### CAPABILITIES AND BEHAVIOURS

The Capability Dictionary is located at: <https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf>. The manager needs to identify those capabilities and behaviours relevant for the position and ensure the staff member reads and understands the capabilities and associated behaviours that align with the classification of this position.

This section links to the Capability Dictionary which details the capabilities with the behaviours required for professional staff and senior leader positions. <https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf>

The capabilities describe the skills and abilities, aptitudes and attitudes needed by a staff member to effectively perform the position requirements.

The capabilities and the underpinning behaviours will be used to assist with recruitment and career development including the planning, development and review discussion/s.

Note: This section cannot be removed from the position description.

Manager/supervisor should discuss the capabilities required to effectively perform the position with their staff member(s).

Note: The identified capabilities and behaviours are not required to be documented in the position description.

## UNIVERSITY EXPECTATIONS

### UNIVERSITY EXPECTATIONS

Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University's Code of Conduct.

Note: This is a mandatory section of the position description outlining the University expectations for all staff and cannot be deleted from the position description.



## SELECTION CRITERIA

SELECTION CRITERIA
Knowledge and Experience: 1. 2. 3.  Qualification/s: • •

**Selection criteria** are developed by reviewing the duties of the position to identify the core skills, knowledge, experience, abilities and qualification/s required of the position. The selection criteria provide the selection committee with a merit basis on which to select an applicant.

### Knowledge and Experience

Describe the necessary knowledge and experience that the potential applicants should possess to carry out the accountabilities of the role. For example, a HEO6 position could have:

*Examples: Demonstrated experience in the collection, analysis and reporting of financial data and the provision of specialist financial advice to key stakeholders.*

*Experience in undertaking detailed accounting and financial analysis to prepare reports, using data from a variety of information sources.*

*Demonstrated knowledge of current financial legislation, regulations and accrual accounting principles, standards, policies, guiding reference documents and practices.*

*Demonstrated experience communicating, both verbally and in writing, in a succinct, professional and responsive manner to deliver client centric results.*

*Demonstrated experience in information management including competency with PeopleSoft Financials and MS Office computer software*

Note: If required identify criteria as 'essential' or 'desirable'.

### Qualifications

Qualifications are actual verifiable qualifications such as degrees, certificates, Year 12, licences, professional memberships etc. Only qualifications required to undertake the position should be listed. If a qualification is mandatory, it is the minimum standard for the position and only applicants with this qualification can be considered for selection.

However, not all positions will require a mandatory qualification, or a specific qualification may be desirable but not essential.

Refer to the paragraph heading *Training Level or Qualification* under each HEO classification level in the *EA's Classification Standards for Professional Staff* for the correct descriptor(s). For example HEO6:

#### 4.6.1 Training Level or Qualification

- a) A degree with subsequent relevant experience; or
- b) Extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or
- c) An equivalent combination of relevant experience and/or education/ training.

*Example: Completion of a degree (such as Computer Science) with subsequent relevant work experience, or an equivalent combination of relevant experience and/or education/training*

*Example: Degree in Accounting or relevant field with subsequent relevant experience, or equivalent combination of relevant experience and/or education/training*

Other

*Example: Tertiary qualification in law  
Admitted to practice in an Australian jurisdiction and holds a current unrestricted practising certificate*

*Example: Relevant postgraduate qualifications in a related area (CPA or CA), and extensive experience in an executive financial management position*

### **TEMPLATE POSITION DESCRIPTION**

The template position description is available in [Appendix A](#)

**TEMPLATE WITH GUIDANCE NOTES** (This is for reference only - do not use as the template)

The template with guidance notes is available in [Appendix B](#)

### **EXAMPLES OF POSITION DESCRIPTIONS**

Sample position descriptions are available in [Appendix C](#).

### **ASSISTANCE**

If assistance is required in developing a position description contact the Faculty / Division's HR Advisor.

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## APPENDIX A - TEMPLATE

# POSITION DESCRIPTION



Position Description Authorisation		
Authorised by	Name	Date
Head of School/Branch Manager		
Human Resources		

POSITION DETAILS	
Position Title:	
Position Number:	
Classification:	
Faculty/Division:	
School/Branch:	
Reports to (position title):	
Delegations:	
Special Conditions:	<ul style="list-style-type: none"><li>Reasonable workplace adjustments will be made for people with a disability</li></ul>
Significant Working Relationships:	<ul style="list-style-type: none"><li></li></ul>

POSITION SUMMARY

KEY RESPONSIBILITIES
<ul style="list-style-type: none"><li></li></ul>
<ul style="list-style-type: none"><li></li></ul>
<ul style="list-style-type: none"><li></li></ul>
Other reasonable duties commensurate with classification level.

PEOPLE MANAGEMENT RESPONSIBILITIES
<ul style="list-style-type: none"><li></li></ul>

CAPABILITIES AND BEHAVIOURS
The Capability Dictionary is located at: <a href="https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf">https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf</a> . The manager needs to identify those capabilities and behaviours relevant for the position and ensure the staff member reads and understands the capabilities and associated behaviours that align with the classification of this position.

UNIVERSITY EXPECTATIONS
Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University's Code of Conduct

SELECTION CRITERIA
Knowledge and Experience: 1. Qualification/s: <ul style="list-style-type: none"><li></li></ul>

## APPENDIX B - TEMPLATE WITH GUIDANCE NOTES



### POSITION DESCRIPTION

**Position Title** *(Add in the title)*

Position Description Authorisation

Authorised by	Name	Date
Head of School/Branch Manager		
Human Resources		

POSITION DETAILS	
<b>Position Title:</b>	
<b>Position Number:</b>	<i>If a new position HR Branch will assign the number</i>
<b>Classification:</b>	<i>Higher Education Officer x or Senior Manager Level x</i>
<b>Faculty/Division:</b>	
<b>School/Branch:</b>	
<b>Reports to (position title):</b>	
<b>Delegations:</b>	Relevant HR and Financial delegations as prescribed to this position in the University's delegations table. <i>If no delegations are attached to this position then type N/A</i>
<b>Special Conditions:</b>	<i>Include additional special conditions here e.g. "Out of standard work hours may be required; Interstate travel may be required; Evidence of an assessment and letter of clearance from the DCSI Screening Unit</i> (Refer to the Position Description Guide and <a href="#">Pre-Employment Screening Procedure</a> for guidance) <ul style="list-style-type: none"> <li>Reasonable workplace adjustments will be made for people with a disability</li> </ul>
<b>Significant Working Relationships:</b>	<i>Detail the critical internal and external contacts and relationships other than the supervisor, subordinates and team members. Start with the internal relationships. Do not include the supervisor as this is addressed in Reports to.</i> <ul style="list-style-type: none"> <li></li> </ul>

POSITION SUMMARY	
<ul style="list-style-type: none"> <li><i>The position summary provides a high level overview of the role, scope of responsibility, and the key functions of the job</i></li> <li><i>In 2 – 3 brief paragraphs outline the primary purpose of the position and its place within the University, including information regarding how the role fits within the Faculty/Division and School/Branch and context of the position</i></li> <li><i>Provide an overview of the organisational unit including a description of the unit</i></li> <li><i>Include the supervision required for the position level, key responsibilities and broad accountabilities of the position to demonstrate the complexity of the role and impact on the University</i></li> <li><i>Where required include:</i> <ul style="list-style-type: none"> <li><i>size of the budget the position controls/value of assets managed</i></li> <li><i>size of the student base affected by the position/the number of staff/type of clients</i></li> <li><i>level of decision making (for example developing/improving procedures, policies, systems, products or technology, level of planning and directing involved, the opportunity to influence or guide direction, policy and strategy)</i></li> </ul> </li> </ul>	

KEY RESPONSIBILITIES	
<i>The key responsibilities should be expressed concisely and identify the broad requirements of the position e.g. Stakeholder Relations and Management; Leadership; HR Advice; Project Management; Technical Support; Financial Management; or Administrative Support.</i> <b>Note:</b> <i>Insert additional rows as required</i>	<ul style="list-style-type: none"> <li><i>Dot point key responsibility outcomes in order of significance</i></li> <li><i>Reflect what success would look like for that responsibility in the position</i></li> <li><i>Statements generally begin with a verb such as develop, deliver, build, produce</i></li> </ul>
	<ul style="list-style-type: none"> <li></li> </ul>
	<ul style="list-style-type: none"> <li></li> </ul>
Other reasonable duties commensurate with classification level.	

## PEOPLE MANAGEMENT RESPONSIBILITIES

*If there are no people management responsibilities insert N/A*

*If there are people management responsibilities then*

- Ensure a safe work environment and compliance with University HS&W policies and legislation.
- *Effectively lead the professional staff in all aspects of people management including providing guidance, support and development.*
- *Ensure effective people management of direct reports to enable the team to deliver the business outcomes effectively and efficiently as practicable.*
- *Ensure timely completion of PDRs including development plans for direct reports and provide ongoing feedback on their work performance.*
- *Provide induction to new staff members.*
- *Provide leadership and guidance in ensuring a service culture and student centric approach is applied within professional services.*
- *Lead, mentor and coach staff to promote continuous improvement, including undertaking on-the-job training/instruction and providing daily feedback and performance management.*
- *Monitor, prioritise and coordinate workflow of direct reports.*

**Note:** *Include other statement/s and/or amend examples. Ensure they are not in italics on the document. The **exception is:** Ensure a safe work environment and compliance with University HS&W policies and legislation **must** appear in all people management positions.*

## CAPABILITIES AND BEHAVIOURS

The Capability Dictionary is located at: <https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf>

The manager needs to identify those capabilities and behaviours relevant for the position and ensure the staff member reads and understands the capabilities and associated behaviours that align with the classification of this position.

## UNIVERSITY EXPECTATIONS

Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University's Code of Conduct

## SELECTION CRITERIA

*List Knowledge and Experience in order of importance for the position (if required identify the essential and desirable criteria) and Qualification/s (as described in the EA Classification Standards for Professional Staff).*

Knowledge and Experience:

1.

Qualification/s:

- 

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## APPENDIX C - EXAMPLES

### POSITION DESCRIPTION Expense Management Officer



Position Description Authorisation

Authorised by	Name	Date
Head of School/Branch Manager		
Human Resources		

POSITION DETAILS	
<b>Position Title:</b>	Expense Management Officer
<b>Position Number:</b>	xxxx
<b>Classification:</b>	Higher Education Officer 4
<b>Faculty/Division:</b>	Services and Resources
<b>School/Branch:</b>	Financial & Procurement Services
<b>Reports to (position title):</b>	Team Leader, Expense Management
<b>Delegations:</b>	Relevant HR and Financial delegations as prescribed to this position in the University's delegations table
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>Reasonable workplace adjustments will be made for people with a disability</li> <li>Some cross-campus travel may be required.</li> </ul>
<b>Significant Working Relationships:</b>	<ul style="list-style-type: none"> <li>Financial &amp; Procurement Services Staff</li> <li>Faculty Finance Staff</li> <li>University Corporate Credit Card Holders</li> <li>Internal Audit</li> <li>University Vendors</li> <li>Procurement Services Team</li> <li>Category Managers</li> <li>Staff of the University</li> </ul>

POSITION SUMMARY
<p>Financial &amp; Procurement Services provides strategic financial management, reporting, procurement and transaction support services to the University to enable achievement of the University's teaching and research goals. The Branch is responsible for oversight of the University's annual operating budget, capital budget and asset base.</p> <p>Working under general direction the Expense Management Officer is responsible for providing support to all University card holders relating to acquittals. An integral part of this role involves the operational activities of the University's Expense Management system.</p>

KEY RESPONSIBILITIES	
Expense Management System Administration	<ul style="list-style-type: none"> <li>Provide support to University staff relating to the Expense Management System, including general advice on policy, compliance and deadlines.</li> <li>Process acquittals within the University Expense Management System.</li> <li>Ensure all acquittal documentation provided (including travel diaries) are compliant before processing.</li> <li>Process University staff acquittals in a timely manner.</li> <li>Ensure records relating to the acquittals in the Expense Management System are recorded and archived in a timely manner including: <ul style="list-style-type: none"> <li>follow up on Corporate Credit Card statements that have not been approved and submitted, and</li> <li>follow up on missing supporting documentation associated with Corporate Credit Card statements and Expense Reimbursement Claims through the Expense Management System.</li> </ul> </li> <li>Follow up unprocessed transactions in the University's Expense Management System with team members who will liaise with University staff.</li> </ul>

Provision of Expense Management Support	<ul style="list-style-type: none"> <li>Ensure University staff queries related to Corporate Credit Cards are responded to in an accurate and timely manner.</li> <li>Provide support to the Procurement Services team.</li> </ul>
Provision of Private Expenditure Support	<ul style="list-style-type: none"> <li>Raise invoices associated with Private Expenditure and distribute them to cardholders within the University.</li> <li>Identify any private expenditure that may be in breach of the University's Travel and Entertainment and/or Corporate Credit Card Policy.</li> </ul>

Administer any unresolved queries relating to Corporate Credit Cards	<ul style="list-style-type: none"> <li>In conjunction with the Team Leader, Expense Management, maintain and review an issues log to ensure outstanding items are addressed in a timely manner.</li> <li>Discuss any outstanding issues with the Team Leader, Expense Management to ensure a timely resolution and customer satisfactions with the services provided.</li> <li>Develop and maintain effective working relationships with relevant University staff.</li> <li>Be a proactive member of the Procurement Services team focusing on building positive working relationships with all staff.</li> <li>Contribute to the smooth operation of the Procurement Services team by providing support where required.</li> </ul>
Other reasonable duties commensurate with classification level.	

<b>PEOPLE MANAGEMENT RESPONSIBILITIES</b>
N/A

<b>CAPABILITIES AND BEHAVIOURS</b>
The Capability Dictionary is located at: <a href="https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf">https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf</a> . The manager needs to identify those capabilities and behaviours relevant for the position and ensure the staff member reads and understands the capabilities and associated behaviours that align with the classification of this position.

<b>UNIVERSITY EXPECTATIONS</b>
Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University's Code of Conduct.

<b>SELECTION CRITERIA</b>
<p>Knowledge and Experience:</p> <ol style="list-style-type: none"> <li>Experience in transactional customer service.</li> <li>Demonstrated experience with Expense Management Systems.</li> <li>Excellent Microsoft Office skills particularly MS Excel, MS Word.</li> <li>A general knowledge of Australian taxation rules (e.g. GST, FBT).</li> <li>A working knowledge of accounting practices associated with acquittal of expenditure.</li> <li>Demonstrated knowledge and experience working with all PeopleSoft Financial systems modules.</li> <li>Experience in entering data accurately and reporting on data.</li> </ol> <p>Qualification/s:</p> <ul style="list-style-type: none"> <li>An equivalent combination of relevant experience and/or education/training.</li> </ul>

# POSITION DESCRIPTION

## Student System Officer



### Position Description Authorisation

Authorised by	Name	Date
Head of School/Branch Manager		
Human Resources		

POSITION DETAILS	
<b>Position Title:</b>	Student System Officer
<b>Position Number:</b>	xxxx
<b>Classification:</b>	Higher Education Officer 5
<b>Faculty/Division:</b>	Health Sciences
<b>School/Branch:</b>	Faculty Office
<b>Reports to (position title):</b>	Student System Coordinator
<b>Delegations:</b>	N/A
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>Reasonable workplace adjustments will be made for people with a disability</li> </ul>
<b>Significant Working Relationships:</b>	<ul style="list-style-type: none"> <li>Student and Program Support team</li> <li>Clinical Placements team</li> <li>Quality and Academic Services team</li> <li>Student System Solutions</li> <li>Academic and Professional staff</li> <li>External stakeholders</li> <li>Students</li> </ul>

POSITION SUMMARY
<p>The University of Adelaide is a leading research intensive and teaching University comprising five faculties, including the Faculty of Health Sciences. The Faculty of Health Sciences has an annual budgeted turnover of over \$120 million that serves a client base of approximately 3000 students, 700 academic and professional staff, and 1400 clinical and affiliate practitioners. Professional support services such Learning and teaching, research and business is supported and led by the Faculty Office, under the direction of the Faculty Executive Director.</p> <p>The Student and Learning Services professional staff team is the largest in the Faculty consisting of approximately 40 people. It is managed by the Manager Student and Learning Services and provides a full range of support to the faculty and academic staff including Student and Program support team staff who support curriculum and accreditation requirements for five Schools, timetabling and academic teaching planning and assessment support.</p> <p>Working under general direction, the Student System Support Officer coordinates and contributes to the delivery of high quality administrative services, systems and processes that support the learning and academic operational work of the Faculty. The position coordinates the delivery of a range of accurate and timely data entry and processing of student and curriculum system requirements, the development of a range of clear and accurate information and resources, the provision of administration coordination and support, and the delivery of effective and responsive customer services and advice. In addition, the position contributes to the development and review of the annual work plans for the Faculty, and provides professional support services for a range of committees and meetings, including those dedicated to the annual review of the course catalogue and timetables.</p>

KEY RESPONSIBILITIES
<p>Administrative Systems Coordination and Support</p> <ul style="list-style-type: none"> <li>Coordinate and conduct the timely and accurate data entry and processing of a range of data and information in the student system, which supports the effective management of Faculty information and the delivery of services to students and staff.</li> <li>Contribute to the preparation of the annual work plans for the Faculty, including the provision of a range of advice and information to facilitate its useability.</li> <li>Provide executive support to support the annual review of the course catalogue and end of teaching period completions.</li> <li>Coordinate and monitor the student records management system, to ensure it is kept up to date including conducting regular maintenance and data entry and identifying and rectifying issues as they arise.</li> <li>Contribute to the development and delivery of a range of efficient and accurate system services for the Faculty, including the preparation and coordination of the Faculty timetable in consultation with course coordinators.</li> </ul>

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Administration and Customer Service Delivery	<ul style="list-style-type: none"> <li>Coordinate the provision of a range of responsive and student centric customer services for Faculty students, staff and stakeholders, including monitoring and ensuring that services provided supports the collection, management and dissemination of Faculty information.</li> <li>Coordinate and deliver a range of professional and responsive administrative support for relevant committees and Faculty meetings, as required, including document production, scribing and follow up of actions, where appropriate.</li> <li>Coordinate and monitor the management of email enquiries, on a range of matters such as timetabling issues.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>Contribute to the maintenance of collaborative interdisciplinary relationships and partnerships which support the achievement of strategic student support and service delivery objectives.</li> <li>Maintain effective professional relationships with the staff across the Faculty and the University.</li> <li>All interactions model a responsive, customer focused service and performance driven culture.</li> </ul>
Other reasonable duties commensurate with classification level.	

### PEOPLE MANAGEMENT RESPONSIBILITIES

N/A

### CAPABILITIES AND BEHAVIOURS

The Capability Dictionary is located at: <https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf>. The manager needs to identify those capabilities and behaviours relevant for the position and ensure the staff member reads and understands the capabilities and associated behaviours that align with the classification of this position.

### UNIVERSITY EXPECTATIONS

Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University's Code of Conduct.

### SELECTION CRITERIA

Knowledge and Experience:

- Demonstrated experience in coordinating student and program administration, preferably in a higher education environment, including providing and ensuring the delivery of information, advice and reports.
- Demonstrated experience communicating, both verbally and in writing, in a succinct, professional and responsive manner to deliver client centric results.
- Well-developed experience in coordinating and taking responsibility for the efficient coordination and delivery of a range of student related support and administrative functions, including prioritising and organising the delivery of challenging workloads and timelines.
- Demonstrated experience in utilising the full suite of Microsoft applications, and student and records management systems.

Qualification/s:

- Completion of a degree without subsequent relevant work experience; or
- Completion of a diploma level qualification with relevant work related experience; or
- An equivalent combination of relevant experience and/or education/training.

# POSITION DESCRIPTION

## Program Adviser



### Position Description Authorisation

Authorised by	Name	Date
Head of School/Branch Manager		
Human Resources		

### POSITION DETAILS

<b>Position Title:</b>	Program Adviser
<b>Position Number:</b>	xxxx
<b>Classification:</b>	Higher Education Officer 6
<b>Faculty/Division:</b>	Health Sciences
<b>School/Branch:</b>	Faculty Office
<b>Reports to (position title):</b>	Program and Student Support Coordinator
<b>Delegations:</b>	N/A
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>Reasonable workplace adjustments will be made for people with a disability</li> <li>Travel between precincts will be required.</li> </ul>
<b>Significant Working Relationships:</b>	<ul style="list-style-type: none"> <li>Students</li> <li>Student Recruitment Coordinator</li> <li>Admissions Coordinator</li> <li>Student and Learning Services Team</li> <li>Academic Program Coordinators</li> <li>University Faculty and Schools</li> <li>External stakeholders</li> </ul>

### POSITION SUMMARY

The University of Adelaide is a leading research intensive and teaching University comprising five faculties, including the Faculty of Health Sciences. The Faculty of Health Sciences has an annual budgeted turnover of over \$120 million that serves a client base of approximately 3000 students, 700 academic and professional staff, and 1400 clinical and affiliate practitioners. Professional support services such as Learning and teaching, research and business is supported and led by the Faculty Office, under the direction of the Faculty Executive Director.

The Student and Learning Services professional staff team is the largest in the faculty consisting of approximately 40 people. It is managed by the Manager Student & Learning Services and provides a full range of support to the faculty and academic staff including Student and Program support team, staff who support curriculum and accreditation requirements for five Schools, timetabling and academic teaching planning and assessment support.

Working under general direction the Program Adviser provides a range of high quality support, advice and service delivery to students and staff, which is aimed at facilitating student study plans, promoting student transition to further study, and contributing to the delivery of support for students at risk of non-completion of their studies. The position also provides on demand support for the administration of key student lifecycle functions such as admissions, enrolments, advance standing, study abroad and exchange as required, across all assigned Faculty precincts, which ensures that all student service needs are efficiently delivered during peak times. The incumbent acts as the first point of contact for student enquiries and assist with the management of communication to staff and students for the Faculty's coursework entry programs. In addition, the position monitors student progression to completion, and provides operational support for program improvements to enable student recruitment and retention outcomes.

### KEY RESPONSIBILITIES

Program Support and Advice	<ul style="list-style-type: none"> <li>Provide a range of high quality support, advice and service delivery to students and staff, which is aimed at facilitating student study plans, promoting student transition to further study, and contributing to the delivery of support for students at risk of non-completion of study.</li> <li>Provide a wide range of advice to students and staff, including information related to admissions, enrolment and selection, program structure, study plans, credit transfer, graduation and completions, and academic progress.</li> <li>Deliver a range of advice to students in relation to study related rules and entitlements, in accordance with University policies and procedures.</li> <li>Provide a range of executive support services and resources for Program committees and meetings, including preparing documents and reports, as required.</li> <li>Contribute to the design of strategies to enhance the student experience, especially for students identified as at risk of poor academic progress.</li> <li>Provides 'on demand' support for the administration of admissions and enrolments, as required, across all assigned Faculty precincts, which ensures that all student service needs are efficiently delivered during peak times.</li> <li>Act as the first point of contact for student enquiries, and supports the management of communication to staff and students for the Faculty's coursework entry programs.</li> </ul>
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Student Engagement , Recruitment, Conversion and Retention	<ul style="list-style-type: none"> <li>• Support the Unsatisfactory Academic Progress process, including monitoring student performance against the program rules, and providing operational support for the implementation of program policies and processes.</li> <li>• Undertake liaison and communication with academic staff and relevant student groups to identify and respond to ongoing or new student support needs.</li> <li>• Contribute to the development and implementation responsive and effective student retention plans and strategies.</li> <li>• Participate actively in a range of key student recruitment activities, such as Open Day, including providing information and advice to prospective students in support of the Faculty's student attraction objectives.</li> <li>• Contribute to the research and preparation of content for Faculty publications, such as handbooks and student orientation guides.</li> </ul>
Continual Improvement	<ul style="list-style-type: none"> <li>• Develop, implement and comply with relevant policies and procedures, and provide associated advice that is relevant to student support and recruitment functions.</li> <li>• Analyse, prepare, and submit a range of reports, and contribute to the collection of information that supports planning and strategy.</li> <li>• Contribute to the implementation of ongoing business improvements, and recommending or advocating a range of projects and initiatives that are aimed at improving recruitment and admission services, systems and processes.</li> <li>• Assist in the development of Service Level Agreements (SLA's), and the ongoing monitoring of, and adherence to, the targets, goals and objectives.</li> <li>• Provide a range of operational input services, as required, in order to meet the business needs of the Faculty.</li> <li>• Contribute to the achievement of the Faculty's broader activities in order to support the ongoing improvement of business systems.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Ensure professional engagement with a broad range of key internal and external student services stakeholders to facilitate the planning and implementation of support and advice functions.</li> <li>• Develop and maintain effective working relationships and partnerships with a range of University and Faculty staff, and with internal areas Schools, to support the Faculty's student enrolment, application, transition and administrative requirements.</li> <li>• Deliver active participation to student support committees to facilitate and inform recruitment plans, objectives, strategies and policy.</li> <li>• In all interactions model a responsive, customer focused service and performance driven culture.</li> </ul>
Other reasonable duties commensurate with classification level.	

## PEOPLE MANAGEMENT RESPONSIBILITIES

N/A

## CAPABILITIES AND BEHAVIOURS

The Capability Dictionary is located at: <https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf>. The manager needs to identify those capabilities and behaviours relevant for the position and ensure the staff member reads and understands the capabilities and associated behaviours that align with the classification of this position.

## UNIVERSITY EXPECTATIONS

Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University's Code of Conduct.

## SELECTION CRITERIA

Knowledge and Experience:

1. High level of experience in managing student and program administration, customer service and advisory functions, preferably in a higher education environment, including developing and implementing quality improvement and best practice customer service culture.
2. Demonstrated high level administrative experience, including providing executive support, and using high level organisational abilities, problem solving, sound judgement and initiative to deliver high quality outputs.
3. Demonstrated experience communicating, both verbally and in writing, in a succinct, professional and responsive manner to deliver client centric results.
4. Demonstrated experience in managing multiple tasks with competing deadlines, develop and implement plans to achieve defined outcomes, and solve problems in an innovative and creative manner.
5. Proven knowledge and understanding of the University environment, policies and procedures, and their application in the provision of student support services and advice.
6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

Qualification/s:

- A degree with subsequent relevant experience, or
- Extensive experience and specialist expertise or broad knowledge in technical or administrative fields, or
- An equivalent combination of relevant experience and/or training.

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# POSITION DESCRIPTION

## Manager, International Recruitment



### Position Description Authorisation

Authorised by	Name	Date
Head of School/Branch Manager		
Human Resources		

POSITION DETAILS	
<b>Position Title:</b>	Manager, International Recruitment
<b>Position Number:</b>	xxxx
<b>Classification:</b>	Higher Education Officer 8
<b>Faculty/Division:</b>	Deputy Vice-Chancellor & Vice-President (Academic)
<b>School/Branch:</b>	Student Recruitment and Admissions
<b>Reports to (position title):</b>	Associate Director, Student Recruitment Services
<b>Delegations:</b>	Relevant HR and Financial delegations as prescribed to this position in the University's delegations table.
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>Reasonable workplace adjustments will be made for people with a disability</li> </ul>
<b>Significant Working Relationships:</b>	<ul style="list-style-type: none"> <li>International students (prospective and current)</li> <li>Overseas representatives, including Agents</li> <li>Faculty staff (academic and professional) involved in international student affairs</li> <li>Staff of other University offices involved in international student affairs</li> <li>South Australian Tertiary Admissions Centre</li> <li>Department of Immigration and Border Protection</li> </ul>

POSITION SUMMARY
<p>The Student Recruitment and Admissions function is located within the Division of Deputy Vice-Chancellor &amp; Vice President (Academic) and is responsible for ensuring the University is able to recruit and admit high quality students to its programs from a wide range of markets domestically and internationally.</p> <p>The Student Recruitment Services team is responsible for the University's student recruitment processes, including the development, promotion and operationalising of student recruitment strategies and solutions to meet changing market demand and future student needs. The team engages in various outreach activities to promote the University and its programs to prospective students from a wide variety of backgrounds.</p> <p>Working under broad direction the Manager, International Recruitment assists the Associate Director, Student Recruitment Services to co-ordinate the University's offshore outreach and promotion activities supporting the recruitment of students in international markets. The role functions in close association with Faculties.</p>

KEY RESPONSIBILITIES
<p>Service Delivery</p> <ul style="list-style-type: none"> <li>In conjunction with the Associate Director, develop, implement and manage marketing and recruitment activities for designated overseas markets and programs.</li> <li>Lead the provide high level reports to key internal staff on recruitment activities in designated regions, market data and marketing activities.</li> <li>Represent the University at overseas recruitment fairs, exhibitions, agent interview programs and other forums.</li> <li>Undertake the continuous development of effective marketing tools to promote the University to prospective international students.</li> <li>Provide regular input and feedback on publications and web site to ensure currency of information.</li> <li>Lead the promotion of the University by organising visits by international visitors in relation to recruitment of students.</li> <li>Contribute to student recruitment projects and process improvement initiatives as required.</li> </ul>

Stakeholder Relations	<ul style="list-style-type: none"> <li>• Maintain close collaborative working relationships with University partners, other educational institutions, and agents/ student recruitment representatives to facilitate the transfer of students to the University.</li> <li>• Seek feedback from stakeholders on the effectiveness of the relationship with the view to improve performance.</li> <li>• Establish and maintain relevant, strong and effective networks across the University to enable successful implementation of student recruitment initiatives and projects.</li> <li>• Engage stakeholders to ensure that issues and concerns are effectively addressed.</li> </ul>
Analysis and Reporting	<ul style="list-style-type: none"> <li>• Monitor student recruitment trends and provide high level reports regarding international student recruitment activities and associated market data and trends.</li> <li>• Present qualitative and quantitative data to internal and external stakeholders as required.</li> </ul>
Other reasonable duties commensurate with classification level.	

### PEOPLE MANAGEMENT RESPONSIBILITIES

- Manage and co-ordinate the international recruitment team, ensuring it delivers its services effectively and efficiently by providing guidance on priorities and workload.
- Provide regular feedback to the team on their work performance.
- Maintain effective management of the team's operational resources.
- Positively engage direct reports in the Planning, Development and Review process, identify opportunities for staff to promote continuous improvement through professional development and project opportunities
- Ensure a safe work environment and compliance with University HS&W policies and legislation.

### CAPABILITIES AND BEHAVIOURS

The Capability Dictionary is located at: <https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf>. The manager needs to identify those capabilities and behaviours relevant for the position and ensure the staff member reads and understands the capabilities and associated behaviours that align with the classification of this position.

### UNIVERSITY EXPECTATIONS

Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University's Code of Conduct.

### SELECTION CRITERIA

Knowledge and Experience:

1. Extensive experience in leading, motivating and developing a team to deliver service excellence and continuous improvements.
2. Exceptional interpersonal communication skills, including the ability to provide advice in the marketing field and to manage relationships internally and externally.
3. Substantial experience in creating and managing marketing communications programs and initiatives with particular emphasis on digital marketing and social media.
4. Excellent verbal and written communication skills, with the ability to write across a wide range of platforms and for a variety of audiences, and to analyse and interpret data.
5. Excellent computer skills with strong proficiency in the use of Microsoft Office suite applications.

Desirable

1. Demonstrated knowledge of the changing environment of the higher education market, and the implications for the University.
2. Familiarity of the University of Adelaide's programs and services.

Qualification/s:

- Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience, or an equivalent combination of relevant experience and/or education/training.

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