
Position Title:	Academic Services Team Leader
Position Classification:	Level 7
Position Number:	315183, 315184, 315185, 315186, 315514, 316190, 820805
Faculty/Office:	Service Delivery Centre – Arts, Business, Law and Education
School/Division:	Academic Services
Centre/Section:	Design, Education, Social Sciences, Law, Business, Humanities
Supervisor Title:	Academic Services Manager
Supervisor Position Number:	315182

About the work area

The Academic Services team is responsible for providing academic administration and support services to a wide range of clients including Heads of School, academic staff and research students across the Faculty. The team is committed to providing a quality outcome with a focus on continuous improvement.

Organisation chart

Direct Reports: Academic Services Officers/Assistants

Role statement

Under limited supervision of the Academic Services Manager, manage staff and provide executive support to the Head of School. You will provide direction to the area and supervise a small team to provide excellent client focussed service delivery.

Key responsibilities

Manage the delivery of academic services to areas of responsibility.

Provide support to the Head of School to plan, implement and coordinate activities and initiatives across the School

Provide supervision and management of a small team of staff, providing training and development to ensure productivity and effectiveness

Establish, develop and review policies and procedures and office systems for efficient operation and to ensure continuous business improvement

Undertake planning involving resource use or develop proposals for resource allocation

Set medium term priorities and monitor work flows and systems

Respond to complex and diverse enquiries

Research and analyse and work with clients to provide innovative solutions to problems

Provide comprehensive advice and information on policies and procedures

Liaison with other areas

Other duties as directed

Specific work capabilities (selection criteria)

Relevant tertiary qualification or equivalent competency

Substantial team management and senior administrative experience at an appropriate level

Excellent organisational skills and demonstrated ability to set priorities and to meet deadlines

Ability to work independently, show initiative and work productively as part of a team

Ability to manage a small team, and provide career progression and development

Excellent written and verbal communication skills and consultation skills

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email

Commitment to providing a high level of quality customer service

Compliance

Workplace Health and Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).

All staff must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements.

Details of the safety obligations can be accessed at <http://www.safety.uwa.edu.au>

Equity and Diversity

All staff members are required to comply with the University's Code of Ethics and Code of Conduct and Equity and Diversity principles. Details of the University policies on these can be accessed at http://www.hr.uwa.edu.au/publications/code_of_ethics, <http://www.equity.uwa.edu.au>