



## POSITION DESCRIPTION

<b>JOB TITLE</b>	Administration Supervisor
<b>BUSINESS UNIT</b>	UNE Life Safety, Security, and Information
<b>REPORTING TO</b>	Safety, Security, and Information Manager
<b>LOCATION</b>	Armidale Campus, UNE, Armidale
<b>CLASSIFICATION</b>	Security Services Industry Award 2010 – Level 5
<b>DATE</b>	June 2024

### PURPOSE OF THE POSITION

With a focus on service excellence, the Administration Supervisor is responsible for the day-to-day management of the office of Safety, Security & Information and ensures the efficient and professional administration of security-related tasks across all of UNE's campuses and communities.

This position is dedicated to managing a range of administrative tasks, maintaining comprehensive records and systems, and acting as the primary liaison between UNE Life Safety, Security, and Information and other University departments, particularly relating to the enforcement of the University parking policy by working closely with the Estate and Built Environment team of UNE.

By leveraging high-level interpersonal and communication skills, the Administration Supervisor will foster effective collaboration within the team and provide outstanding customer service to the university community.

### ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided into 5 business units, these include:



- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering, and Belgrave Cinema.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.

## UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

## KEY ACCOUNTABILITIES

1. Efficiently manage office administration tasks, maintain records and systems, and respond to customer enquiries in a timely and professional manner, serving as the primary point of contact between the UNE Life Safety, Security, and Information and other University departments.
2. Supervise the enforcement of the University's parking policy and systems, including provision and management of permits, customer enquiries, and closely coordinating matters with UNE's Estate and Built Environment.
3. Maintain high-level interpersonal and communication skills to effectively interact with diverse team members, stakeholders, and communities, providing outstanding customer service at all times.
4. Support the leadership of the wider security team by ensuring the facilitation of effective communication among UNE Life Safety, Security, and Information staff and the University Community.
5. Operate and adjust parameters of integrated building management and security systems, including managing door access and programming access cards.
6. In coordination with the Safety, Security, and Information Manager, supervise the monitoring and operation of building systems, including fire alarms and other critical functions.



7. Exercise a high level of discretion and confidentiality when handling sensitive information and interacting with individuals ensuring that all security-related data, personal details, and incident reports are managed securely and only shared with authorised personnel.
8. Assist in the training and development of UNE Life Safety, Security, and Information staff by actively contributing insights and observations to the leadership discussions.

**Note:** It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

## LEADERSHIP ACCOUNTABILITIES

1. Espouse the values of UNE Life
2. Promote a safe, efficient, and effective work environment
3. Promote a harmonious and inclusive workplace free of discrimination, harassment, and bullying.

## KEY RELATIONSHIPS

Direct Reports:

- Security Officers (Level 4)

Internal Stakeholders:

- UNE Life colleagues
- UNE's representative for contract management (Estate & Built Environment)
- UNE students
- UNE staff

External Stakeholders

- Security and safety-specific contractors of the University
- General contractors of the University
- General public

## SELECTION CRITERIA

1. Relevant tertiary qualifications and/or extensive experience in project management, customer service and administration.
2. Demonstrated interpersonal, negotiation, and communication skills with the ability to develop and stakeholder relationships with people of diverse cultures and backgrounds
3. Proven organisational skills including the ability to assess priority of tasks, create and manage workflows, and meet multiple or conflicting deadlines.



4. Thorough information technology skills including high-level proficiency in use of Microsoft applications such as Outlook, Excel, and Word, as well as file management and adaptability to use new programs.
5. Demonstrated problem-solving and analytical skills and the ability to work flexibly and effectively within a team to deliver agreed outcomes in a 24/7 operation.
6. Demonstrated ability to work collaboratively with various departments and external agencies to achieve common goals in complex situations.

## SPECIAL REQUIREMENTS

1. Must hold (or be willing to obtain prior to commencement) a current Class 1E Security License (Monitoring Centre Operator)
2. Vibrant personality
3. Current First Aid Certificate
4. Willingness to commit to professional development or training opportunities.

## POSITION DIMENSIONS

### Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

### Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

## EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

