

POSITION DESCRIPTION – SCHEDULE A

POSITION DESCRIPTION DOCUMENT PURPOSE

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

Position Title:	Personal Assistant
School / Division:	Corporate Services
Campus:	Melbourne
Employment mode:	Fixed contract
Probationary Period	6 months
Time Fraction:	Full Time

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 in December 2017 are set out below.

Vision

MIT continues to be a leading private higher education provider nationally and internationally by proactively developing innovative educational programs 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

- Excellence in teaching and learning;
- Integrity;
- Accountability and
- Transformational Change.

Goals and Priorities:

- Develop and deliver innovative programs that meet industry and market needs;
- Provide an inclusive, service-oriented culture focused on student outcomes;
- Raise our profile and the impact of our teaching and learning and student engagement with our stakeholders;
- Provide inclusive, innovative and responsible education

Enabling Elements:

- Our people
- Technology

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 & Student Engagement,
- Academic Director
- Human Resources Director (*pro tem*)
- Campus Director and
- General Manager

RESPONSIBILITIES

The main area of responsibility of this position is to assist the provision of Corporate Services and provide a positive first impression.

This responsibility incorporates the areas as set out below.

Area	Outcomes
Corporate Services	Activities include: <ul style="list-style-type: none"> • being friendly, courteous and approachable; • dealing with correspondence and answering calls and liaising with clients/stakeholders competently; • Providing correct information and direction on a range of corporate and administrative matters; • Secretariat function for business unit committees including compiling agendas and minute taking; • reading, monitoring and responding to the MD's and CEO's emails.

Management and organisation	<p>Assist the Managing Director, CEO, Board Members and other Senior staff in:</p> <ul style="list-style-type: none"> • managing diaries and appointments, often controlling access to the MD and CEO; • Organise meetings, events and conferences which may include collating meeting papers, coordinating venues and arranging travel itineraries; • booking and arranging travel, transport and accommodation for relevant staff as required; • Maintaining and updating accurate records using the electronic diary, mail and computer databases. • Coordinate the preparation of the MIT Executive Management, Policy and Audit & Risk management agenda and papers; • taking action points, taking dictation and writing minutes; • Undertake research for specific information using electronic resources and/or networking relationships with internal and external key stakeholders; • preliminary drafting of correspondence on your reporting officer's behalf; • preparing presentations; • managing and reviewing filing and office systems; • managing ad hoc projects
Liaison and interaction	<p>Carry out the following:</p> <ul style="list-style-type: none"> • Maintain an awareness of the MIT operating environment in order to liaise effectively with a diverse range of staff, students, clients and other stakeholders; • Observe MIT protocols at all times. • Liaise with other Administrative Assistants within MIT to build working relationships in a team environment; • Carry out duties in accordance with MIT's policies, procedures, safety principles, corporate values and strategies.
Reporting	<p>Provide regular reports to the MD and CEO for the tasks given:</p> <ul style="list-style-type: none"> • On a daily basis on the current tasks set and the status of these tasks. • On a monthly basis on the overall state of the tasks set for the month to the MD and CEO
Special projects	<p>Ensure special projects and tasks assigned (as may be from time to time) are carried out efficiently and effectively.</p>

KEY SELECTION CRITERIA

Application letter and/or resume must address the qualification/knowledge/experience/attributes section under the key selection criteria

Qualifications: Include all educational and training qualification, professional membership, criminal record check report	Requirement
Diploma or degree in Business (human resources/management/marketing)	Mandatory
Knowledge/Experience/Attitude/Skills	
Demonstrated high-level computer literacy skills, word processing packages and various computer applications.	Mandatory
Excellent communication skills both oral and written	Mandatory
Initiative, discretion and judgement of a high order with the ability to maintain confidentiality.	Mandatory
Pleasant, tactful and approachable personality	Mandatory
Excellent interpersonal skills and demonstrated ability to work effectively and consultatively in teamwork environment	Highly desirable
Knowledge and broad understanding of office protocols in a corporate business work environment.	Highly desirable
Self-motivated, reliable and willing to work flexible hours.	Highly desirable
Strong time management and effective organisational skills, with the ability to think laterally, work under pressure and achieve work deadlines in an environment of competing priorities.	Mandatory
Strong interpersonal communication and negotiation skills, including the ability to interact effectively with people of diverse cultures.	Highly desirable

PERFORMANCE MANAGEMENT

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. Areas of performance focus for this role (together with example measurement tool) are set out below for your information. Further details in relation to the MIT Performance Management System will be provided by our Human Resources Director.

Focus area	Measure - example
Corporate quality service	Stakeholder's feedback
Efficient systems and procedures	Response times for and solving issues
Relationships	Evaluation from MD, CEO and Management
Duties	Undertake duties, as assigned by the reporting officer, efficiently and effectively.