

POSITION DETAIL

POSITION TITLE:	Client Services and Administration Officer
REPORTS TO:	Director, Operations
REMUNERATION:	\$75k base salary plus superannuation with NFP Salary Packaging available
WEBSITE:	www.sse.edu.au

CONTEXT AND ACCOUNTABILITY

The Client Services and Administration (CSA) Officer provides project and logistic coordination at all levels to ensure SSE's programs, activities and events are executed to a market-leading standard. Working across a diverse range of internal and external stakeholders, including tertiary and non-tertiary institutions, schools, corporate and industry partners, the role is integral to the seamless delivery of SSE's activities. The CSA Officer supports the Sydney School of Entrepreneurship (SSE) in its delivery of all stated objectives and functions, delivering first class logistical and client service support, assisting SSE teams in achieving their objectives and providing an efficient service to SSE staff, students, clients, visitors, and suppliers, as well as supporting our administrative service requirements.

The role is accountable for the end-to-end delivery of projects, activities, and events, and requires exceptional communication and stakeholder management across all levels, the capacity to develop and work to policies and procedures, and the ability to coordinate multiple tasks and projects concurrently, while demonstrating both efficacy and efficiency.

The Client Services and Administration (CSA) Officer requires a keen sense of professionalism, excellent interpersonal skills and the ability to deal with staff, students, and clients in a sensitive, professional manner. The incumbent will also have a high level of demonstrable organisational and planning skills and a 'can-do' attitude. The willingness to be adaptable/flexible will be an essential part of this role in providing a wide variety of operational support where appropriate and according to the requirements of the operations team.

OVERVIEW OF THE SCHOOL AND POSITION CONTEXT

Established in 2016 with cornerstone investment by the NSW Government, Sydney School of Entrepreneurship (SSE) is a partnership between twelve tertiary institutions—all 11 NSW universities and TAFE NSW, headquartered in Australia's highest density Startup precinct. SSE works in collaborative partnership with diverse stakeholders across education and business ecosystems to provide entrepreneurial and innovative learning opportunities that grow future of work capabilities and enable jobs creation and education pathways. www.sse.edu.au

The Client Services and Administration Officer reports to the Director, Operations and works collaboratively across all SSE teams to enable successful planning, execution, and evaluation of SSE's activities. The incumbent actively participates in the development of team goals, taking initiative to help other team members and is effective in leading or taking direction depending on the task at hand and the needs of the team. This role requires strong administrative, interpersonal, and organisational skills to coordinate and undertake a range of operational and planning activities on a daily basis.

KEY ACCOUNTABILITIES

	Frequency
<p>Coordination of Projects, Programs and Events</p> <ul style="list-style-type: none"> • Coordinate all program, activity and event logistics including access to online materials, student, and participant lifecycle administration/management, tracking and reporting, and communications. • Planning and coordination of events including catering, materials, venue set-ups and logistics • Monitor, manage and procure stock used in delivery of programs, activities, and events. • Efficiently manage the client and participant lifecycle to a high standard to ensure individuals and groups have an optimal SSE experience. • Undertaking project work to plan, develop and coordinate new and continuing programs and events to assist in the delivery of SSE activities • Coordinate and implement special projects as required. 	Ongoing
<p>Client and Stakeholder Engagement</p> <ul style="list-style-type: none"> • Managing client inquiries via phone, email, online, or in person in a timely manner • Maintain service standards and deliver effective service to clients, including prompt issues resolution and adherence to privacy, confidentiality, and compliance requirements • Identifying potential client services concerns and implementing/facilitating proactive intervention steps • Providing clients with technical assistance on products and services. • Build and maintain strong and positive working relationships with all SSE stakeholders including tertiary and non-tertiary institutions, schools, corporate and industry partners, and members of the entrepreneurial ecosystem 	Ongoing
<p>Service Delivery and Administration</p> <ul style="list-style-type: none"> • Undertake reception duties including taking and responding to queries over the phone, via email and in-person • Maintain effective working relationships with colleagues, clients, and other stakeholders to support and facilitate service delivery • Maintaining client records and documenting processes. • Implement and deliver a range of effective administrative tasks including managing processes, providing services, responding to queries, project administration and producing reports in accordance with agreed standards and timeframes for SSE and external stakeholders as required • Provide sound and timely advice, guidance and support to other staff, clients, and stakeholders in areas of administrative and service responsibility • Maintain effective working relationships with colleagues, clients, and other stakeholders to support and facilitate service delivery • Preparing and formatting documents, reports, and presentations. 	Ongoing

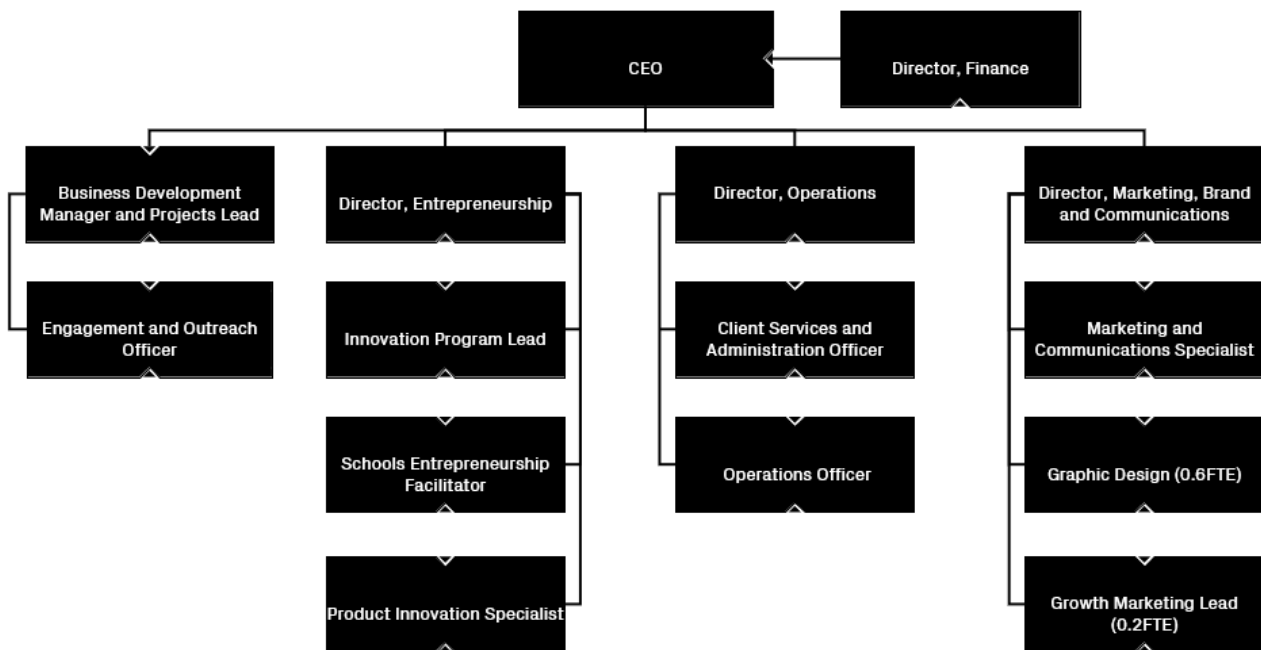
<p>Compliance and Continuous Improvement</p> <ul style="list-style-type: none"> Participate in and implement continuous improvement activities relating to work and operational practices, quality assurance and client service excellence. Seek and report opportunities for improvement. Actively participate in compliance, risk assessment and mitigation activities Actively participate in results-focused practice in relation to problem solving Participate and support the building of appropriate mechanisms to manage and report on program, activity, and event-based data, and ensuring relevant data is captured systematically Continually benchmark and measure performance via activity review. Work with all staff to ensure a safe working environment is in place for all staff and relevant stakeholders 	Ongoing
<p>General Duties</p> <ul style="list-style-type: none"> Perform any other work activities relevant to the role's key accountabilities as approved by the Director and commensurate to the role's classification level Some state-wide travel may be required in the context of achieving SSE's strategic outcomes and as a part of key accountabilities 	As required

SELECTION CRITERIA

EXPERIENCE, SKILLS, AND QUALIFICATIONS	ESSENTIAL	DESIRABLE
Excellent administration skills and a demonstrated capacity to develop and deliver effective and efficient operational processes such as student/client administration, data management, report, and document production.	X	
High level customer service skills and abilities demonstrated by a hands-on approach to service provision and a strong commitment to excellence in customer service.	X	
Excellent interpersonal skills, with the capacity to build and maintain effective working relationships with internal and external stakeholders.	X	
Demonstrated experience in providing effective and efficient project support with the ability the ability to set priorities, manage time and meet deadlines.	X	
Demonstrated analytical, critical thinking and problem-solving skills.	X	
Ability to take initiative (self-starter) and work with a high level of independence, as well as in a collaborative team environment.	X	
Ability to respond to changing circumstances and willingness to undertake new tasks as the need arises with the ability to work unsupervised and in a team environment.	X	

Well-developed computer literacy, including experience using business software such as Microsoft Office and the use of ERP systems such as Salesforce. A working knowledge of databases, record management systems, spreadsheets, and word processing.	X	
Tertiary qualifications in business and/or relevant advanced business administration experience preferably in a matrix environment.		X

ORGANISATIONAL CHART



KEY RELATIONSHIPS

INTERNAL

MAIN CONTACT	FREQUENCY	PURPOSE
Director, Operations	Daily	In the context of relevant Key Accountabilities
Operations Team Member(s)	Daily	In the context of relevant Key Accountabilities
SSE staff – all levels	As required	In the context of relevant Key Accountabilities
SSE Directors	As required	In the context of relevant Key Accountabilities
CEO	As required	In the context of relevant Key Accountabilities

EXTERNAL

MAIN CONTACT	FREQUENCY	PURPOSE
Students (secondary and tertiary), corporate and business clients	As required	In the context of relevant Key Accountabilities
Community, industry, professional and ecosystem partners, and stakeholders	As required	In the context of relevant Key Accountabilities
Service providers including suppliers and other vendors and stakeholders	As required	In the context of relevant Key Accountabilities
SSE's talent pool ('The Brains Trust') of Facilitators, Program Associates, Entrepreneurs/ Experts in Residence	As required	In the context of relevant Key Accountabilities

WORKING WITH CHILDREN

Working with Children Check clearance must be obtained (at the company's expense). Please refer to SSE's Working with Children Policy for further information.

EQUAL EMPLOYMENT OPPORTUNITY / AFFIRMATIVE ACTION

Demonstrated understanding of the incorporation into SSE life of the principles of Equal Employment Opportunity and Affirmative Action; and an ability to work positively with staff, students, clients, and other stakeholders from a diverse range of backgrounds.

WORK HEALTH AND SAFETY (WHS)

Understand your WHS responsibilities and actively ensure the health, safety and wellbeing of yourself and others at work in accordance with, but not limited to, SSE's WHS Policy, Code of Conduct and relevant procedures.

AUTHORISATION

The Supervisor and Appointed Delegate confirm that this is a true reflection of the duties and accountabilities of this role.

SUPERVISOR:	Position Title: Director, Operations	APPOINTED DELEGATE: Chief Executive Officer: Dr Sarah Jones
	Name: Frances Lee Effective date: 23 May 2022	