Administration Support
Job Description

POSITION DETAILS	
POSITION TITLE:	Administration Support
DIRECT REPORT:	Head of Academy
INDIRECT REPORTS:	Academy Online Learning Manager
GEOGRAPHICAL LOCATION:	Brisbane, Australia
KEY PURPOSE:	To provide administration assistance to the Academy team.

RESPONSIBILITIES
1. Provide administrative support
2. Provide Human Resource support for Human Resource Manager
3. Produce and localise Academy training resources for Programme Development Manager
4. Provide online student helpdesk and handle public enquiries
5. Be an active contributor to the Academy team and wider Harcourts family

KNOWLEDGE AND SKILL REQUIREMENTS
1. A consultative communicator willing to actively support Harcourts team members and Academy students
2. Highly organised
3. Demonstrates initiative when solving problems
4. Able to maintain confidentiality of sensitive information
5. Eager to master new systems and technology
6. Accurate and has attention to detail
7. Adaptable to changes in priorities
8. Able to work independently within an open-plan office environment.
9. Proactively communicate with the team to ensure projects meet their objectives and are delivered on time.

REQUIRED PERSONAL ATTRIBUTES
1. Warm and approachable
2. Responsible and accountable
3. Good work ethic and integrity
4. Organised and tidy
5. Takes pride in their appearance
6. Friendly and outgoing
7. Calm and collected

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KEY TASKS	
1.	Provide administrative support
a.	Create KPI reports
b.	Maintain Academy expense records
c.	Run Academy student management systems and create and maintain their supporting resources
d.	Format and proof read Academy resources
e.	Other administration support duties as required
2.	Provide Human Resource support for Human Resource Manager
a.	Categorise, label, secure and maintain confidential Human Resource physical files
b.	Manage team documents in an online Human Resource Information System (HRIS)
c.	Grow the HarcourtsOne Resource Library by uploading and editing documents
d.	Assist in maintaining the currency of the HarcourtsOne Library using a consistency plan
3.	Produce and localise Academy training resources for Programme Development Manager
a.	Create trainer resource kits
b.	Localise English language content for international use using dictionaries and country champions
c.	Coordinate resource production and distribution with external print suppliers and couriers
4.	Provide online student helpdesk and handle public enquiries
a.	Answer and forward online enquires to the relevant Academy regional team
b.	Provide phone and email support for Academy online students
a.	Complete online learning tasks and projects as required by Online Learning Manager
5.	Be an active contributor to the Academy team and wider Harcourts family
a.	Actively participate in daily stand-up, weekly planning and monthly one-on-one meetings
b.	Attend the Academy meetings, events, planning days and quarterly business plan reviews
c.	Organise team communication, birthdays and other team celebrations
d.	Provide temporary reception cover for Harcourts International front desk

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