

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 valuable assistance for Academy projects and operations. |

| RESPONSIBILITIES | |
|------------------|---|
| 1. | Administrative support for Academy Operations |
| 2. | Human Resource (HR) document systems maintenance |
| 3. | Training resource production and distribution |
| 4. | Online learning support |
| 5. | Be an active contributor to the Academy team and wider Harcourts family |

| KNOWLEDGE AND SKILL REQUIREMENTS | |
|----------------------------------|---|
| 1. | Microsoft Word, Excel, typing and document formatting and filing |
| 2. | Written language, spelling and grammar |
| 3. | Verbal language and clear communication skills |
| 4. | Able to maintain confidentiality of information specifically within the HR department |
| 5. | Able to work independently within an open-plan office environment. |

| NON-ESSENTIAL KNOWLEDGE AND SKILLS | |
|------------------------------------|---|
| 1. | Experience with online learning development |
| 2. | Experience with handling both internal and external enquiries |
| 3. | Small event management |

| REQUIRED PERSONAL ATTRIBUTES | |
|------------------------------|--|
| 1. | A consultative and proactive communicator. Warm, approachable, friendly and outgoing |
| 2. | Demonstrates initiative and creativity. Responsible and accountable with good work ethic and integrity |
| 3. | Even tempered, organised and efficient with proven ability to meet objectives and deliver on time |
| 5. | Accurate with an attention to detail |
| 6. | Takes pride in their appearance and represents the team well |

| KEY TASKS | |
|-----------|---|
| 1. | Administrative support for Academy Operations |
| a. | Gather and report on Academy operations KPIs |
| b. | Maintain Academy expense records |
| c. | Gather and produce communications content for @Academy email newsletter |
| d. | Other support tasks as required |
| 2. | Human Resource (HR) document systems maintenance |
| a. | Categorise, label, secure and maintain confidential Human Resource physical files |
| b. | Help maintain the HarcourtsOne Library standard documents for all countries – reviews and uploading |
| 3. | Training resource production and distribution |
| a. | Typing and document formatting |
| b. | Collation of trainer resource kits – copying, binding, labelling and laminating |
| c. | Localisation of language content for international use using dictionaries and country champions |
| d. | Coordinate resource production and distribution with external print suppliers and couriers |
| 4. | Online learning support |
| a. | Answer and forward online enquires to the relevant Academy regional team |
| b. | Provide helpdesk for online students by phone and email |
| c. | Assist Academy operations teams with enquiries and office administrator induction |
| d. | Complete basic online learning development tasks as required |
| 5. | Be an active contributor to the Academy team and wider Harcourts family |
| a. | Actively participate in daily and weekly team meetings |
| b. | Attend Academy events, planning days and quarterly business plan reviews |
| c. | Organise team birthday gifts and celebrations |
| d. | Assist with preparations for and attend the 3-day annual Academy Forum |
| e. | Provide reception cover for Harcourts International front desk one hour per week |