

**VISION STATEMENT:**

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

**MISSION STATEMENT:**

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnerships, enhances excellence, and provides education and skills that promote sustainability through research with real-world impact and contributes to self-development.

**1. POSITION DETAILS**

Position : Administrator  
Incumbent : Mr/Mrs  
Grade : 2  
Division : Division of Information Technology Services  
Department : Department of Client Services  
Location : Samabula  
Reports to : Director Information Technology Services through Manager IT - Client Services.

**2. PURPOSE**

This position is primarily responsible for providing Switchboard, Reception, and Information services. It is the first point of contact for students, prospective students, college staff, and members of the public.

**3. ORGANISATION CHART**

Position of Your Immediate Supervisor: Manager IT - Client Services

In the table below, write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

Positions Reporting To You	No Of Staff Reporting To Them
N/A	N/A

#### 4. KEY ACCOUNTABILITIES

- Assist the all callers internal and externally
- Correspond with prospective students, applicants, career counselors and others seeking information on admissions standards and academic and non-academic programs following established procedures and precedents
- Train and supervise work of lower level employees, students and volunteers as assigned.
- To provide information on course enquiries, admissions, enrolments, students records, fees, assessments, exams and graduations.
- To provide information on FNU processes and procedures.
- To resolve basic queries for general staff, students and the Public.
- Other duties, which may be appropriate from time to time as assigned by the Supervisor.
- Administration of all activities are related to the specific duties listed above, including attending meetings and representing the Department/School/College/University in meetings and forums to which the staff is sent.
- Administrative Duties relating to all matters that the membership of a University entails, including duties related to School/College/University wide activities
- General Responsibility to undertake all other duties as directed by the supervising officer, the Dean/Director, or the Vice Chancellor.

#### 5. KEY CHALLENGES

- Decision making in an environment of high level of ambiguity and resistance Heads of Colleges/Divisions to accept change.
- Ensuring conformity in implementation of policies and processes in an organisation with diversity in people and organisational culture.

#### 6. AUTHORITY LEVEL

- Operating Expenditure :.....
- Capital Expenditure :.....
- Others :.....

#### 7. QUALIFICATION & EXPERIENCE

Essential:

Recognised Bachelor's Degree.

Some experience in relevant will be added advantage.

**OR** Diploma with 2 years of work experience

## 8. KNOWLEDGE & SKILLS

- Sound knowledge in Microsoft Office, effective verbal skills to communicate with staff and students, good interpersonal skills to maintain effective rapport with visitors and a good team player.

## 9. WORKING RELATIONSHIP

INTERNAL	Frequency
Management, Students, Staff members, All Teaching Staff/Academic Staff and Non-teaching Staff/Professional Staff, Directors, Vice Chancellor	Everyday

EXTERNAL	Frequency
FNU Stakeholders, Commercial and Non- Commercial Industries, Industry, NGOs, Government Ministries Students, School/Department Principals, Statutory bodies, NGOs and External Institutions/Universities	Everyday

## 10. JOB DESCRIPTION AND VARIATION TO EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.