MINUTES
Administration Network Committee

Meeting #1
Friday 14th March 2003

Staff Development Training Room

1. Attendance and Apologies.
* Note – venue changed to Meeting Room – Staff Development

Apologies: Douglas McKeough (COFA), Karenne Irvine (Civil and Environmental Engineering), Nora Chee (Accounting), Julie Vivas (Commerce and Economics)

Attendance: Jennifer Till, Adrianne Harris, Leanne Anderson (Staff Development), Malcolm Buck (BEES), Dianne Montogomerie (Chemical Sciences), Fiona Regan (MBT), Dianne Charnley (Student Financials), Kathryn Whittingham (Admissions and Student Recruitment), Salome Apostopoulos (Medical Sciences), Lin Chin (Equity and Diversity), Tatjana Kroll (Student Administration), Guylaine Lackmy (UNSW International), Meherlyn Jussawalla (Institute of Environmental Studies)

2. Committee Purpose and Overview

a. Commenced with committee member Introductions - what do you see the Administration Network committee as? Why did you join the committee?
   Salome - lots of ideas to come! Happy to be here!
   Malcolm - sees the committee as a voice to higher University bodies
   Lin - great initiative
   Leanne - co coordinator of Network with Jennifer
   Tatjana - need for an administration voice at the University, not just an academic voice, assistance in servicing training.
   Guylaine - good chance for me to get experience in committees
   Dianne M - good way to get information flowing around the University
   Kathryn - networking experience, sharing of best practice (rather than reinventing the wheel)
   Fiona - chance to bounce ideas off each other
   Dianne C - put a face to the voices/emails of administration staff

b. Committee structures - Learning from TechNet

Presentation - Adrianne Harris

Introduction: Adrianne's main projects involve orientation - NSS, supervisors induction and general UNSW orientation. Co ordinator of the resource centre - to soon be in its new location
Promotion of video session on Monday – Meetings, Bloody Meetings video.

Brief history of TechNet - the technical staff equivalent of the Administration Network. Started with forums, expos and has evolved into hosting the National Technet conference. TechTrain also uses subcommittee structures. In three years have gone from not knowing each other to working together to host a national conference.

Action Learning – produce results, learn new skills and capture these skills. TechNet built on this framework as will be the Administration Network. In December the Administration Network may like to consider meeting to review the generic competencies developed as a result of committee participation. Eg. Presentation skills, taking minutes etc. Planned time for this: December 2003.

Terms of Reference – TechNet version distributed to committee to – can be used as a model for the Administration Network Terms of Reference.

Committee duties briefly explained - Chairperson, Deputy Chair, Secretary, possibly Treasurer. Jennifer added possible need for a Marketing/Promotions Coordinator, Website person.

Meeting Protocol – how to make decisions. Voting procedure needs to be worked out. Open vote or secret ballet? Returning officer needs to be elected to collect and count votes.

Leanne – Question: How did people volunteer for TechNet positions?
Adrianne – Answer: people just volunteered themselves, open vote

Adrianne’s role in the network – support element, access to resources and skill development, available to make presentations at meetings.

3. Election of office bearers to take place at Meeting #2.

Discussion led by Leanne on possible dates for next meeting. Need for a regular meeting time agreed on. Fridays were determined to be a good day for most administration staff. It was agreed that the 2nd Friday of each month 1-2pm would be the meeting time and date. Agenda items for the second meeting were tabled.

4. Brief discussion over lunch on identifying and planning training for Administration staff and the best ways we can use the Administration Network budget.

Leanne Anderson facilitated group discussion on staff development issues and needs for administration staff.

Identified Issues

a. Those defined at the Administration Network Focus Groups in 2002 discussed – Customer Service the main priority
Fiona – need for UNSW centric customer service training
b. **Mentoring** discussed as a possible priority for the committee.

c. Jennifer – possibility of getting more *guest speakers* like Tracey Beck from the Marketing Reference Group at the Focus Groups – experts in departments of interest to administration staff.

d. **Overcoming barriers to gaining access to training**
   Dianne M – money, time, superiors support possible barriers
   Leanne – proposed some possible solutions to these barriers eg. Work-based training, resources staff development offers.

Study Leave policy discussed – ongoing problem that Staff Development are renewing.

e. Guylaine – need for *basic email training* for new staff.
   Jennifer – this apparently available through the library but not widely promoted
   Lin – problem with inconsistency of email software being used across campus – Eudora versus Outlook express.

f. Leanne – possibility of a *development Pathway for Administration staff* to be devised, beginning with Orientation and focusing on key skill areas defined by the committee (eg. Customer service) Links with Career Development Scheme (Karen Sell co ordinates this).

Positive orientation to UNSW sessions experiences shared with the group from Salome and Dianne C.

Salome – Orientation packages discussed plus system of encouraging people to attend orientation.

Dianne C – UNSW Terminology seminar, phone etiquette
Salome – question on whether there are shorthand courses at the University, advised to look at TAFE or to ask the Secretariat at UNSW for advise.
Kathryn – Good Practice guides for these basics to be introduced to Orientation packs, glossy good-looking brochures to add importance to these areas.

**Action** – Kathryn will provide examples of Good Practice Guides from England at the next meeting.

g. **Definition of Administration staff** discussed – non teaching, non research, non technical.
   Tatjana – not a glamorous sounding profession
   Malcolm – anyone with administration assistant on their payslip, as defined by the system.

h. Malcolm – ‘**What is our function?**’ – are we there as a body that can help administration staff answer all their questions? What about for grievances?
   Lin – sensitive subject, Equity and Diversity has grievance procedures which need to be followed.
Discussion on possibility of having an HR representative on the committee to link the committee with this central department.

**Discussion on agenda items for next meeting**

- Consistent date 2\(^{nd}\) Friday of the month - April 11\(^{th}\) 1pm
- Terms of reference - discussion of points
  - Mission statement
  - Budget - $5000
- Election of office bearers
  - Volunteers
  - open ballot and voting
- Email Jennifer with agenda items
- Minutes circulated to admin network
- Website

NB: Orientation
Info about networks and email lists

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<thead>
<tr>
<th>Action</th>
<th>Jennifer to circulate minutes and agenda for Meeting #2.</th>
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<tbody>
<tr>
<td>Note</td>
<td>Malcolm clarified circulation just to committee members.</td>
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<td>Agenda for next meeting to be sent to committee, items to be added up until next meeting.</td>
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6. **Date for next Meeting to be set.**

   **Friday 11\(^{th}\) April 2003**
   **Second Friday of every month.**

   **Minutes taken by Jennifer Till, Staff Development.**