

**Lisa Harricks**

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**Date of Birth** Christmas Day 1968

**Nationality** Australian

**Employment:**

**Administration Assistant, School of Humanities and Languages, UNSW (Nov 2016 – Feb 2017)**

Primarily repsonsible for Higher Degree research Students Review Symposium; and Financial Reimbursements on the UNSW Finance System.

**Administration Assistant, Graduate School of Biomedical Engineering, UNSW (July 2012 – Aug 2016)**

**Key Achievements:**

**Marketing and Industry Key Achievements:**

Single-handedly picked up the IAG committee meeting procedure from ad hoc meetings to a smooth running machine including setting out of meetings with all the committee meeting members, call-outs for agenda items, minute taking, and carrying out most of the action points.

Single-handedly project managed the School’s 40th birthday celebrations. This included a Seminar Series and a formal dinner for 200. I assist UNSW Foundation with fund-raising. I saved the school over $5,000 by not having to outsource this campaign.

Over the past four years I have collected email addresses of key stakeholders so that now our school mailing list is nearly at the 1500 mark.

I am the sole coordinator of anything that goes up on the TV screen. I devise a copy and images. From scratch.

I am School ‘Digital Champion’, in other words I am responsible for all things website. I post all the school news items and events. I create the copy in many instances and I have a vast and growing image library. I coordinated the 2014 website platform changeover.

I am the school Marketing Representative. I have brought new life to high school demonstrations. I have brought in the Museum of human disease is a key PR machine. I make open day and Info Day appealing for the academics so I get a high degree of buy-in when I need volunteers. School and faculty collateral checks go through me. I have done SEO and Google Analytics Training.

I streamlined the Summer Internships procedure. Over the last three years we have placed nine students and all 9 have subsequently been offered permanent positions in industry.

I created the first ever Biomedical Engineering e-newsletter. It includes research stories from every research area in the school.

I manage the annual industry night. When I arrived there was no biomed industry night. We now have an excellent working relationship with one of the key stakeholders in industry: ATP innovations, where we hold the event every year.

I initiated and maintain a school LinkedIn page. I now have over 100 followers.

**Administrative Key Achievements:**

I streamlined the procedure for collecting the Head of School CDS documents each year. The task is completed thoroughly with a minimum of fuss and on time.

I take the initiative to set down dates at the beginning of the year for a range of school meetings. I send invitations to key stakeholders. I book rooms. And catering. And reminders. And I take minutes and write-up minutes and save minutes. My minutes are written up thoroughly and quickly and have become an indispensable record for the school.

Over the past four years I have built-up an excellent network of stakeholders both internally and externally. I know which colleagues to turn to when I need further expertise.

Developed a ‘shorthand’ with my HoS for a range of tasks. For example, if he needs to get something into his calendar he doesn't even have to speak to me: he simply copies me on the email conversation and I take it from there. I save him time and fuss.

I have a knack for working out the quickest and most effective way of achieving outcomes, especially when it involves 'buy-in' from academics. An example of this would be when I need academic volunteers for Info Day and Open Day. I recently sent a shout out for volunteers for Open Day and I immediately received enough volunteers to fill all but one of the time slots.

I was the key admin for a million-dollar grant application for the BioMint (Bionic Eye) project. this involved over ten CI's from all over the world.

I also facilitated a complex grant application for our Paul Trainor Chair, Professor Melissa Knothe Tate.

I timetabled a three-day APR Symposium, allocating panel members to Progress Reviews (logistically very complex).

I was on-team for the Bionic Eye Implant Art Competition, which included web page design, a web form and a QR code. I taught myself much of it.

I was the dedicated person for the UNSW Research Gateway for our School, uploading graphics, research abstracts and SEO tags.

I distributed and gathered WHS Workplace safety checklists

School WHS database update project – responsible for completing training and maintenance information for hundreds of pieces of laboratory research equipment.

I completely cleaned up the Visiting Academics room, including archiving and culling of 6 four-drawer filing cabinets. (Archiving through the *UNSW standard procedure*)

Found and re-sized head shots for approximately 40 international researchers for a PowerPoint Presentation, delivering the project in one afternoon.

I deliver the School Christmas Party.

**NS Financials:**

I reconcile the Head of School credit card each month. I also do receipting. I use NS financials daily to look up Purchase Orders.

**Summary of UNSW Specific Skills:**

* + NS Financials – Credit Card Recons and PO’s
  + Drupal 6 and Drupal 7 – Website admin
  + ARC Grant Applications
  + FSAMS – manage bulk email lists and security access to folders on the shared drive
  + Archibus
  + UNSW Research Gateway – to assist our academics to update their profiles
  + Survey Monkey (to evaluate the APR symposium)
  + Doodle (to timetable multi-party meetings)
  + PubMed (for printing research papers)
  + Digital Media Manager – creating and uploading images for the school TV monitor.
  + UNSW document disposal procedure
  + I understand and support UNSW WHS Values and Harm to Zero.

**Summary of other Skills:**

* + HR Experience – recruiting, interviewing, mentoring, inducting, keeping staff records, organising staff training for a small business
  + Excellent interpersonal skills
  + advanced MSWord, Excel, Outlook, PowerPoint and Paint
  + OH&S Officer and Fire Warden. I have completed an approved four-day OH&S Awareness course.

**Program Director’s Unit, Faculty of the Built Environment, UNSW (24 April 2012 – 2 July 2012)**

* Created and edited contracts for sessional staff using OCMS
* Calendar management for program directors.
* Reception, administrative and travel support to the program directors
* First point of contact for enquiries made to the Program Director’s Unit via telephone, email and face to face.
* Assisted sessional/casual academic staff with various administrative requests
* Budget management
* Assisted with NVP (National) accreditation
* Organised catering, travel, meeting rooms and so on.

**Temporary Office Work (Aug 2007- April 2012). I chose temporary work during this time due to raising a child)**

**Capital Building Pty Ltd**

* QuickBooks
* ACT! database

**Western Union Financial Services**

* Expense reconciliation on “Concur” system for three managers.
* Work Visa application, correspondence, mail merges and research.

**Gosford Quarries Holdings Pty Ltd**

* PA to the CFO

**Jones Lang LaSalle**

* I was specifically employed for one month to document every L&D procedure and to give a thorough handover to the permanent employee.
* I was privy to high end meetings which covered company strategy and logistics
* I trained on several company systems and wrote manuals for all.

**Interstudio Furniture**

* Logistics officer and receptionist
* I was the ‘bridge’ between the client and the manufacturer and ensured a high quality service for production times and delivery.
* I created a procedure manual for my position
* I trained my replacement officer

**Office Administration (Aug 2005- Aug 2007)**

**CPS Global**

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| --- | --- |
| Office Management | * Management meetings – set agenda and ran meetings * Formatted all client process documents * External suppliers and contractors * supervised, trained and mentored my admin assistant * Troubleshot all printing and user IT problems * Maintained office filing systems and asset register * Managed the office database |
| HR | * Recruited and inducted two new employees * Co-ordinated performance reviews * Maintained all employee documents * Controlled all sick leave and annual leave forms * Coordinated all Christmas parties, social functions, and catering. |
| OH&S | * Job Safety Analysis forms * OH&S employee training courses * Office workstation assessments * Fire warden |

**Temporary Office Work (June 2005- Aug 2005. I chose temporary office work at this time as I was researching options for my next permanent position)**

* Proof reading, data entry, reception, spreadsheets, processing subscriptions online, cold calling etc.

**Administration Assistant**

**Continuing Legal Education, Faculty of Law, UNSW (August 2002-April 2005)**

* I was the ‘database expert’, registering participants in flash and quickly extracting reports.
* I transformed the office from a dreary, impractical space to a cheerful, efficient one.
* I thoroughly trained my replacement officers.
* I created a user-friendly filing system.

**I completed a Bachelor of Education Degree and was a Primary School Teacher for ten years, both here and in London.**

**Activities and Interests**

Yoga, snorkelling and education.

**Referees**

* Emma Proud, School Manager, Graduate School of Biomedical Engineering, UNSW Ph: 9385 3917 e.proud@unsw.edu.au
* Prof John Whitelock, Head of School, Graduate School of Biomedical Engineering, UNSW, Ph: 9385 3948 [j.whitelock@unsw.edu.au](mailto:j.whitelock@unsw.edu.au)