Teaching Support Officer

**POSITION NO** 0061733

**CLASSIFICATION** UOM 5

**SALARY** $79,961 – $91,844 per annum

**SUPERANNUATION** Employer contribution of 17%

**WORKING HOURS** Full Time (1.0 FTE)

**BASIS OF EMPLOYMENT** Continuing

**OTHER BENEFITS** [https://about.unimelb.edu.au/careers/staff-benefits](https://about.unimelb.edu.au/careers/staff-benefits)

**HOW TO APPLY** Online applications are preferred. Go to [http://about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers), select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’), then find the position by title or number.

**CONTACT FOR ENQUIRIES ONLY** Rita Castania
Teaching Support Manager
Tel +61 383 444 003
Email: castania@unimelb.edu.au

*Please do not send your application to this contact*

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For information about working for the University of Melbourne, visit our website: [about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)
Acknowledgement of Country

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

Position Summary

The Teaching Support team and staff are part of a wider team in the Academic Support Office (ASO) that contributes to the academic delivery and activities of the Faculty's coursework academic programs.

The Teaching Support Officer takes an active role to deliver the administrative processes within the annual cycle of activities relating to teaching and learning support, examinations, assessment and results, special consideration applications, extension requests, music programs approvals, teacher allocations, teaching support materials and resources, governance support, data, and records administration and cohort management.

The position provides teaching and learning support services and administration to academic staff and other key stakeholders. The role will develop and maintain effective working relationships with stakeholders to provide high quality and timely service delivery in the area of academic services and teaching support.

1. Key Responsibilities

- Contribute to cyclic coursework and non-award program delivery administration, including results processing, teaching support materials (including via the LMS), program delivery governance support, data and records administration and cohort management.
- Contribute to the administration of student support via the University’s special consideration and extension applications process, this included liaising with subject coordinators, our students, and central services.
- Contribute to the scheduling of the Faculty’s examinations both written and practical-based assessment.
- Contribute to teacher allocations and program approvals across the various music programs.
- Provide administrative support for Board of Examiners Meetings.
- Attend and contribute to team and staff meetings, on campus or as required.
EXAMPLE OF OPTIONAL SUB-HEADING

Key responsibilities

2. Selection Criteria

2.1 ESSENTIAL

In order to be considered for an interview by the Selection Panel, applicants must address the following Criteria in their application. Please visit the University website how to address.

Essential Selection Criteria.

- A degree or an equivalent combination of relevant experience and/or education/training.
- Technical proficiency in general computing and the use of databases and the ability to learn and implement software systems and solutions. High proficiency in Microsoft Office suite (Outlook, Word, and excel).
- Excellent organisational skills and capability for multi-tasking and prioritisation, problem solving, and effective time management.
- Strong interpersonal and communication skills and capability to interact, understand and operate within a creative arts environment and a team.
- Ability to work as part of a team and to develop productive working relationships with academic and professional colleagues.
- Knowledge of academic policy, administrative frameworks, and systems.
- Capability to maintain a high level of attention to detail.
- Experience within a creative arts environment.
- Experience within a tertiary education environment.

2.2 DESIRABLE

- Demonstrable commitment to continuous improvement, innovation, and efficiency and experience in developing and improving operational processes.
- Experience with Student One, FileMaker Pro, LMS, Apex systems, and other database applications.

2.3 OTHER JOB RELATED INFORMATION

- This position requires the incumbent to hold a current and valid Working with Children Check.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Teaching Support Officer reports to and operates under the general direction of the Manager Teaching Support, who will also oversee workload allocation and prioritisation.
The Teaching Support Officer is expected to work independently and to show initiative and confidence in assessing and performing day to day duties that fall within the scope of the position's responsibilities.

The Teaching Support Officer is expected and empowered to work proactively in the application of continuous improvement methodology and opportunity and collaboratively with other members of the Academic Support Office team.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Teaching Support Officer will work independently to resolve day to day problems and decision making will be based on depth or breadth of expertise developed through extensive relevant experience and application. The incumbent will perform responsibilities guided by policy and compliance standards. This role requires analysis and interpretation of differing situations to identify and search select solutions. They may refer complex requests to their manager in the absence of established policies, procedures, or guidelines.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Teaching Support Officer requires a high level of technical skills and will be expected to possess a comprehensive knowledge of the relevant techniques and maintenance requirements for the area. An understanding of the University’s policies and procedures is required to ensure the key responsibilities are executed and key processes followed. Additionally, the incumbent will be required to develop a thorough knowledge of the Faculty’s structure.

3.4 RESOURCE MANAGEMENT

The Teaching Support Officer will be required to apply experience and technical knowledge in accordance with relevant University, Faculty, and occupational health and safety policies and procedures when liaising with the Faculty staff and students, as well as creative professionals in the field.

3.5 BREADTH OF THE POSITION

The Teaching Support Officer undertakes a broad range of tasks that require communication with a wide range of clients including academic and professional staff. The incumbent will be responsible for liaising with staff and students across the Faculty and Shared Services.

4. Equal Opportunity, Diversity and Inclusion

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This
commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

5. **Occupational Health and Safety (OHS)**

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. **Other Information**

6.1 **ORGANISATION UNIT**

The Faculty of Fine Arts and Music website: [http://finearts-music.unimelb.edu.au/](http://finearts-music.unimelb.edu.au/)

6.2 **BUDGET DIVISION**


6.3 **THE UNIVERSITY OF MELBOURNE**

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at [http://about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)
6.4 ADVANCING MELBOURNE

The University’s strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University’s commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

- We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.
- We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.
- We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.
- We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne’s academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

6.5 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at https://about.unimelb.edu.au/strategy/governance