

POSITION DESCRIPTION

Academic Support Office
Faculty of Fine Arts and Music

Senior Teaching Support Officer

POSITION NO	0053087
CLASSIFICATION	UOM 6
SALARY	\$96,459- \$104,413 p.a
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time
BASIS OF EMPLOYMENT	Continuing
OTHER BENEFITS	https://about.unimelb.edu.au/careers/staff-benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , select the relevant option ('Discover Opportunities' or 'Jobs available to current staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Rita Castania castania@unimelb.edu.au 8344 4003 <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
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 Senior Teaching Support Officer contributes to coordinating and enabling the academic delivery of the Faculty's coursework academic programs.

This position contributes to coordinating and delivering the academic calendar and annual cycle of activities relating to student enrolment including assessment and results, teaching support materials and resources, LMS support, governance support, data and records administration and cohort management.

The position delivers 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 the delivery of services and administration supporting teaching and learning activity and program delivery.
- ▶ Coordinate assessment and results administration and management, student course academic progress, student academic misconduct processes and Leave of Absence.
- ▶ Coordinate and contribute to cyclic coursework and non-award program delivery administration, including LMS, SLS, teaching support materials online, program delivery governance support, data and records administration and cohort management in practical subjects.
- ▶ Contribute to day-to-day services and administration supporting teaching and learning space.
- ▶ Supervision of casual staff.
- ▶ Assist in training team members and other leadership tasks.
- ▶ Effective representation on central University working groups including practice leader groups.

- ▶ Provide expert services and advice to academic staff and other key stakeholders.
- ▶ Supports assessment administration, including the scheduling of examinations and other practical-based assessment.
- ▶ Utilise relevant policies, processes and systems for the effective management and delivery of teaching and learning support services and administration.
- ▶ At peak times, may be required to contribute to the delivery of assisting other ASO teams.
- ▶ Working collaboratively with work units across the Faculty to achieve high quality outcomes including; consulting when decision making may have impact beyond immediate work area, participating to support consistent best practice.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ A degree with subsequent relevant experience or an equivalent combination of relevant experience and/or education/training.
- ▶ Experience in planning and coordinating annual projects and the ability to collaborate with stakeholders in the development and achievement of specific goals and objectives.
- ▶ Technical proficiency in general computing and the use of databases and the ability to learn and implement software systems and solutions.
- ▶ Highly developed organisational skills and capability for multi-tasking and prioritisation, problem solving and effective time management.
- ▶ High level interpersonal and communication skills and capability to interact, understand and operate within a creative arts environment.
- ▶ Ability to work as part of a team and to develop productive working relationships with academic and professional colleagues.
- ▶ Capability to maintain a high level of attention to detail.

2.2 DESIRABLE

- ▶ Knowledge of academic policy, administrative frameworks and systems.
- ▶ Demonstrable commitment to continuous improvement, innovation and efficiency and experience in developing and improving operational processes.
- ▶ Demonstrated experience in project management and delivery of academic programs initiatives.

2.3 OTHER JOB RELATED INFORMATION

- ▶ Occasional work out of ordinary hours.
- ▶ This position requires the incumbent hold a current and valid Working with Children Check. The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with the Victorian Child Safe Standards, this position will be

required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.

3. Job Complexity, Skills, Knowledge

-- PROFESSIONAL STAFF ONLY --

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Senior 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 Senior Teaching Support Officer is expected to work independently in the delivery of agreed services and projects, referring to their supervisor where activity or work requests fall outside the established scope of services.

The Senior Teaching Support Officer is expected and empowered to work proactively and independently in the application of continuous improvement methodology and opportunity.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Senior 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 and refer complex requests to their supervisor in the absence of established policies, procedure or guidelines.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Senior Teaching Support Officer will require detailed knowledge of the Faculty and a comprehensive understanding of their role within the Faculty. The incumbent is expected to perform responsibilities which require proficiency in University and Faculty strategic and operational priorities, regulations, policies, procedures, systems, processes and guidelines and understand how they interact with other related functions to assist in their adaptation to achieve objectives and advise relevant stakeholders.

Professional and organisational knowledge

3.4 RESOURCE MANAGEMENT

The Senior 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 Senior Teaching Support Officer undertakes a broad range of tasks and projects which require communication with a wide range of clients including academic and professional staff. The incumbent will be responsible for liaising with staff across the Faculty and University 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

Further information on the Faculty of Fine Arts and Music can be found at <http://finearts-music.unimelb.edu.au/>

6.2 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>

6.3 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.

6.4 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>