

Position description

Position title:	Program Officer, Student Academic and Study Support
Faculty and/or School/Section/VCO:	Centre for Learning Innovation and Professional Practice
Campus:	Mt Helen Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 4 range
Employment mode:	Fixed-term appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Part-time
Recruitment number:	848879
Further information from:	Ms Lara Whitehead-Annett, Manager, Student Academic and Study Support Telephone: (03) 5327 8514 E-mail: l.whitehead-annett@federation.edu.au
Position description approved by:	Associate Professor Nina Fotinatos, Director, Centre for Learning Innovation and Professional Practice

This position description is agreed to by:

Employee name

Signature

Date

The University reserves the right to invite applications and to make no appointment.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: HR Business Partner

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Position Summary

The Program Officer, Student Academic and Study Support will provide administrative support for various student academic and study support initiatives within the Centre for Learning Innovation and Professional Practice (CLIPP). The Program Officer, Student Academic and Study Support will have an immediate outcome aligned to improving student retention and success. The position will assist the Student Academic and Study Support team to develop, research and evaluate transition to FedUni programs, including reporting on the impact of the programs.

Key Responsibilities

1. Provide administrative support for the review and development of materials and programs for the various components of the Student Academic and Study Support Program and other initiatives.
2. Act as a first point of contact for students and staff with regard to all aspects of the Student Academic and Study Support Program and other initiatives, providing accurate information and advice, attending meetings and liaising with stakeholders and operating within standards and University policies, procedures and guidelines.
3. Administer casual contracts, including arranging employment contracts, timesheets, and maintaining accurate staff records.
4. Provide comprehensive support for the Student Academic and Study Support team by:
 - monitoring and maintaining work in progress;
 - organising all appointments and meetings;
 - making travel and catering arrangements;
 - identifying and preparing information requirements for meetings, appointments, presentations and the like;
 - drafting correspondence and other documentation; and
 - liaising with stakeholders both internal and external to the University.
5. Initiate and maintain electronic and paper-based systems for confidential record keeping for student and staff records to enable the timely retrieval of documents.
6. Process financial transactions for the Student Academic and Study Support team in accordance with University policies, procedures and guidelines. These transactions include, but are not limited to purchase orders and receipts, purchasing card reconciliations, reimbursements, invoices, staff expense claims and running reports.
7. Provide administrative support for the Student Academic and Study Support team, including publishing news updates, drafting marketing and promotional materials, updating and ensuring the currency of information and resources. Participate in planning meetings by preparing agendas and drafting minutes.
8. Provide administrative support to projects and events by scheduling and organising meetings, monitoring the completion of follow-up actions, gathering and summarising information, drafting reports and discussion papers and organising and setting up venues and operating workshop technologies such as data projectors and video-conferencing equipment.

9. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
10. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of Supervision and Responsibility

The Program Officer, Student Academic and Study Support reports to the Manager, Student Academic and Study Support. The position will receive general direction regarding the day-to-day activities and is responsible for the administration and maintenance of the Student Academic and Study Support Program and other initiatives while ensuring accuracy and timely completion of tasks. The Program Officer, Student Academic and Study Support is required to develop a comprehensive knowledge and understanding of the Program, its operating standards and related administrative requirements. The position is required to exercise judgement and discretion, and make decisions of a routine nature, consistently adhering to the operating standards of the Student Academic and Study Support team.

The Program Officer, Student Academic and Study Support is also required to determine when problems need to be escalated to the Coordinator, Student Academic and Study Support, Learning Skills Advisors, or Manager for resolution and assists with the gathering of material and information relevant to an issue. The position is required to demonstrate a sound knowledge and application of financial transactions and processes along with a working knowledge of relevant University policies, procedures, guidelines and associated website maintenance, finance and other systems.

Training and Qualifications

Completion of a diploma level qualification with relevant work related experience; or completion of a Certificate IV with relevant work experience; or an equivalent combination of relevant experience and/or education/training.

Position/Organisational Relationships

The Program Officer, Student Academic and Study Support reports to the Manager, Student Academic and Study Support and provides support for the Student Academic and Study Support team. The position will be responsible for liaising with staff and support areas across the University to facilitate their attendance at meetings and delivery of program material. The position will also be responsible for establishing and maintaining relationships with functional areas in the University, such as Finance and Human Resources, to ensure the effective and efficient administration of resourcing and financial matters.

Key Selection Criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a diploma level qualification with relevant work related experience; or completion of a Certificate IV with relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated experience in supporting project or event management (preferably student programs), including demonstrated organisational, time management, planning and problem solving skills.
3. Demonstrated ability to administer employment contracts for a large number of casual staff.
4. Demonstrated written and verbal communication skills, including the ability to liaise with students and staff.
5. Demonstrated ability to work independently and as part of a team on agreed goals and priorities.
6. Demonstrated experience in planning and implementing student events and activities.
7. Commitment to the development of student learning support services, initiative and empathy.
8. Demonstrated computer literacy skills, including using university systems, and the ability to develop information technology-based presentations.
9. Demonstrated alignment with the University's commitment to child safety.