SENIOR TEACHING SUPPORT OFFICER

DEPARTMENT/UNIT  Academic and Student Services

FACULTY/DIVISION  Faculty of Arts

CLASSIFICATION  HEW Level 6

WORK LOCATION  Clayton campus

ORGANISATIONAL CONTEXT
Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

Monash Arts is one of the largest, most diverse and dynamic arts faculties in Australia, with particular strengths in the humanities, performing arts, languages and social sciences. We encourage the development of innovative studies that operate at the intersection of traditional academic disciplines. The Faculty delivers programs via seven schools and across five campuses, both in Australia and offshore, with courses ranging from undergraduate diplomas and degrees through to postgraduate coursework and research degrees. Monash Arts is justly proud of the research capacity of its staff, who work at the cutting edge in their fields and carry this expertise and enthusiasm into their teaching. To learn more about Monash Arts, please visit our website: www.monash.edu/arts.

To support the core operations and strategic priorities of the Faculty of Arts administrative functions are divided into eight dedicated areas: Academic Services, Student Support and Engagement, School Support, Finance, Resources and Planning, Arts Research and Business Development Engagement and Marketing Services, Global Programs and Policy and Review. Each service division has areas of functional specialisation that are aligned with central functions in the co-delivery of services, fostering excellence in service delivery, and capitalising on strategic opportunities for growth and diversification in research and education.

The Academic Services group plays a critical role in supporting the delivery of educational excellence, aligned with the university and the Faculty of Arts learning and teaching plans. Working in close consultation with the academic staff of the Faculty, the Academic Services team is responsible for providing a framework of educational technologies, co-ordinated course and unit offerings, quality assurance programs, and innovative educational design to enhance the student experience and enable staff to realise their potential in learning and teaching. The Academic Services group includes the specialist areas of Course and Unit Management, Examinations and Assessment Administration, Teaching and Learning setup and Educational Design.

POSITION PURPOSE
The Senior Teaching Support Officer provides a range of administrative services to facilitate the effective delivery of the Faculty of Arts teaching and learning programs. This includes assisting with the development,
promulgation and implementation of teaching and learning support policy for the Faculty across the Caulfield and Clayton campuses, and for the administrative support of a wide range of coursework programs at undergraduate, honours and postgraduate levels. The Teaching Support team provides services in the areas of SETU; timetabling; audition scheduling; examinations; unit offerings; unit guides etc. The team works closely with academic and administrative staff from all Schools within the Faculty across all campuses and with staff across the University.

The Senior Teaching Support Officer also supports learning and teaching projects, policy interpretation and advice and undertakes a variety of general administrative duties to meet the operational demands of the Academic Services group.

The Senior Teaching Support Officer operates with excellence and expertise in process and judgement to provide sound and timely advice and support to staff and other stakeholders, including supporting the provision of research methodologies and analysis to ensure continuous improvement. This position deputises for the Teaching Support, Coordinator.

**Reporting Line:** The position reports to the Teaching support coordinator, under broad direction

**Supervisory Responsibilities:** This position will assist in the supervision of the day-to-day workload of the Teaching Support Officers

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Plan, implement and co-ordinate a range of complex administrative tasks including scheduling, providing services, coordinating projects, producing reports and allocating resources in accordance with agreed standards and timeframes

2. Provide guidance to staff where applicable, including overseeing compliance with University and other policies and encouraging a strong customer focus

3. Maintain service standards and deliver effective service to clients, including prompt issues resolution, monitoring quality of services and processes and developing strategies for improvement

4. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports, in accordance with University policy

5. Provide sound and timely specialist advice and support to clients and stakeholders in areas of administrative and service responsibility

6. Actively participate in and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence

7. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders and use these to facilitate efficient service delivery

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - A degree in a relevant field with subsequent relevant experience; or
   - extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or
   - an equivalent combination of relevant experience and/or education/training
Knowledge and Skills

2. Excellent administration skills and a demonstrated capacity to develop and co-ordinate effective operational processes and systems

3. Excellent organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines

4. A strong commitment to excellence in customer service and a hands-on approach to service provision

5. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, judgement and initiative

6. Strong analytical and problem-solving skills

7. Highly developed written and verbal communication skills, including the ability to interact with a diverse range of stakeholders and negotiate positive outcomes to complex issues

8. Highly developed computer literacy, including experience with ERP systems and or core research applications

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.