Position Description

**HEO6 Teaching Support Officer**

**Position No:** New

**Work Unit:** LTLT

**School:** Central Support Services

**Campus/Location:** Bundoora Campus

**Classification:** Higher Education Officer Level 6 (HEO6)

**Employment Type:** Continuing, Full-Time

**Position Supervisor:** Senior Coordinator, Teaching Support and Design

**Number:** 50040679

**Other Benefits:** [http://www.latrobe.edu.au/jobs/working/benefits](http://www.latrobe.edu.au/jobs/working/benefits)

Further information about:

La Trobe University - [http://www.latrobe.edu.au/about](http://www.latrobe.edu.au/about)


**Position Description**

**HEO6 Teaching Support Officer**

**Position context**

The portfolio of the Deputy Vice Chancellor (Academic) is responsible for enhancing the quality of teaching, learning, the student experience, internationalisation, indigenous education and employability outcomes. La Trobe Learning and Teaching (LTLT) is situated within the portfolio and works in partnership with La Trobe’s Divisions, Colleges and Schools to enhance learning and teaching.

Led by the Pro Vice-Chancellor Learning, Quality and Innovation (PVC LQI), LTLT provides expertise to support and assist La Trobe University staff in promoting effective, high quality student learning and academic success. LTLT supports professional learning for both academic and professional staff, provides curriculum services, supports digital learning and learning innovation, and provides expert advice on learning and teaching performance.

Under the leadership of the Senior Coordinator, Teaching Support and Design, the Teaching Support Officer will provide day-to-day operational support to academic staff in the establishment and maintenance of blended and online learning environments. The position will support the implementation of the La Trobe Learning and Teaching Plan 2018 – 2022 and day-to-day operations, and build effective relationships with academic staff to ensure their support needs are met.

**Duties include:**

- Provide training, advice and practical assistance to academic staff with limited skills in online teaching to set up effective online and blended learning environments in person, by phone and via screenshare and virtual meeting spaces.
- Ensure professional and quality service standards focused on improving teaching and learning in online environments are applied.
- Provide authoritative advice and assistance to academic staff in solving immediate common and unusual problems relating to online teaching and educational design.
- Provide influential input to policy or systems development on the basis of expertise in the operational aspects of current systems and their impact.
- Create and build self-help guides and resources to assist staff to undertake routine tasks and resolve commonly occurring problems and issues in blended and online learning environments.
- Apply appropriate expertise and use judgement to make decisions where solutions are not obvious and to deliver professional services to meet the needs of staff and assist the College and the University to achieve teaching and learning goals and targets.
- Generate original ideas and innovative solutions through the provision of specialist knowledge and advice and take responsibility for outcomes.
- Develop and apply detailed understanding of University-supported educational technologies and keep up to date with the range of existing and emerging tools that can be used to support subject delivery.
- Recommend and implement changes to the way in which services are delivered in liaison with the Senior Coordinator, Teaching Support and Design, and other service areas across La Trobe University in alignment with College and University strategy.
- Travel to all La Trobe campuses and teaching sites as required.
- Other duties as directed by the Senior Coordinator, Teaching Support and Design, or the PVC LQI in relation to current and future initiatives within the portfolio.
Key Selection Criteria:

- An undergraduate degree with at least 3 years subsequent experience in educational design and/or technology enhanced learning.
- Demonstrated breadth of expertise in the provision of support for blended and online teaching and learning developed through extensive and effective relevant experience.
- Demonstrated ability to gain a conceptual understanding of teaching and learning policies, procedures and systems and interpret and apply these in different disciplinary contexts.
- Demonstrated ability to set priorities and monitor workflows within own area of responsibility.
- Demonstrated experience in the provision of effective advice, coaching and motivation of academic staff.
- Proven analytical and problem-solving capability, including the ability to innovate and take responsibility for outcomes.
- Proven communication and interpersonal skills across multiple media including virtual technologies, face to face and phone.
- Knowledge of Learning Management Systems, ePortfolio Systems, virtual classroom technology and other commonly used educational technologies.

Desirable Selection criteria

- Knowledge of educational technologies used in the higher education sector, preferably Moodle and Pebblepad.
- Knowledge of the higher education sector.

La Trobe Values

At La Trobe we:
- take a world view
- pursue ideas and excellence with energy
- treat people with respect and work together
- are open, friendly and honest
- hold ourselves accountable for making great things happen.