Title: Faculty PACE Officer

HEW Level: Level 6

Faculty/Office: Pro Vice-Chancellor, Learning and Teaching

Position Number: various

Department/Team: PACE

Date: November 2018

Position Purpose: To support the Faculty PACE Manager with the implementation and continued operation of PACE in the faculty.

ORGANISATIONAL CONTEXT

Professional and Community Engagement (PACE) is a University-wide initiative designed to provide undergraduate students with experiential learning opportunities with a range of local, regional and international partners.

PACE units provide an academic framework through which students can engage with the community, learn through participation, develop their capabilities and build the skills that employers value. By completing a PACE unit students contribute to partner organisations’ goals and develop skills and capabilities while gaining academic credit towards their degree.

The Faculty PACE Officer works at the front line with students, unit convenors and partner organisations and is responsible for the operational and administrative requirements which underpin the sustainability and success of the PACE initiative.
### KEY ACCOUNTABILITIES

- In collaboration with the Faculty PACE Manager and team members develop, implement and regularly evaluate business processes to deliver streamlined and efficient end-to-end project management of PACE units in the Faculty.
- Develop new and manage existing PACE partnerships, providing high-level support, information and guidance to partners to ensure the sustainability of these relationships and mutually beneficial outcomes from PACE activities for partners and students.
- Provide information and guidance to prospective PACE students and end-to-end support to currently enrolled students undertaking PACE activities.
- Collaborate with PACE unit convenors and other stakeholders to coordinate and deliver PACE activities, including (as required): activity design and review; sourcing suitable partners/activities; student introduction to partners/allocation to activities; preparation and mentoring of students; critical incident response; partner screening; and collection of feedback from partners and students.
- Utilise University systems to manage student and partner records relating to PACE activities in the Faculty, contributing as required to the preparation of management information and reports.
- Contribute to communication, marketing, events and other initiatives to promote and support University-wide and broader community engagement with PACE.
- Contribute to PACE-wide projects and initiatives in strategic planning, program evaluation and on-going development and updating of protocols, processes and resources to support continuous improvement.
- Comply with relevant EEO and WHS regulations.
- Performance any other duties as required and appropriate for this classification.

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Faculty PACE Manager</th>
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<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Nil</td>
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</table>
| Key Direct Clients: | • PACE unit convenors  
• Students in PACE units  
• Partners providing PACE activities  
• Future students  
• Future partners |
| Other Key Relationships: | • Faculty PACE Managers and Officers in other faculties  
• PACE Local and Regional team  
• PACE International team  
• PACE Office staff  
• Faculty staff and students  
• PACE Systems team |
| Budget Accountability: | Nil |
| Role-specific Conditions: | Out of hours and weekend work may be required. |
| Scope and autonomy: | Within defined parameters, adapts and develops processes, procedures, systems and/or techniques that impact how work is performed. |
| Problem solving: | Regularly identifies, designs, develops and implements improvements to work procedures, practices, systems and/or techniques. |
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tbody>
<tr>
<td><strong>Planning and Execution:</strong> Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Resilience:</strong> Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Quality Focus:</strong> Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Perseverance:</strong> Persevering despite obstacles to ensure tasks are completed.</td>
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<tr>
<td><strong>Change Focus:</strong> Adapting to new situations and dealing with change.</td>
<td><strong>Flexibility:</strong> Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Communication:</strong> Effectively grasping and conveying ideas and concepts to others.</td>
<td><strong>Reliability:</strong> Meeting commitments and responsibilities.</td>
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<td><strong>Service Focus:</strong> Making students, staff, key contacts and their needs a priority.</td>
<td><strong>Initiative:</strong> Taking action, on own accord, to address problems and prevent them from reoccurring.</td>
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<td><strong>Relationship Management:</strong> Establishing effective working relationships with others.</td>
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<tr>
<td><strong>Analysis and Judgement:</strong> Evaluating information and data to solve problems and make decisions.</td>
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### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- A Bachelor's degree, or equivalent combination of relevant education or vocational training and experience
- Knowledge of the education sector, both secondary and tertiary
- Knowledge of governance and administrative frameworks in the University sector
- Knowledge of project management principles and methodologies.
- Understanding the principles underpinning a strong service culture
- Computing skills including data management and MS Office suite

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Detailed knowledge of PACE programs and their future directions
- Knowledge of the PACE policies, procedures and governance structures.
- Knowledge of the organisational structure of the Faculty and its departments.
- Knowledge of the roles and responsibilities of the University’s Offices and how they interact with the Faculty.

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Experience in end to end project management
- Administrative experience including the planning and implementation of business processes.
- Extensive experience in customer service and support in an education environment.
- Working with industry, government or not-for-profit organisations.
- Experience in building and managing effective relationships with multiple internal and external stakeholders.