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POSITION DESCRIPTION

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| **POSITION DETAILS** |
| **Position Title:** | **Writing Support Programs Coordinator** |
| **Position Number:** | 00020332 |
| **Classification:** | HEO7 |
| **Faculty/Division:** | Division of Academic and Student Engagement (DASE) |
| **School/Branch:** | Student Experience / Employability, Careers & Student Academic Skills |
| **Reports to (position title):** | Manager, Student Academic Skills |
| **Delegations:** | Relevant HR and Financial delegations prescribed to this position. |
| **Special Conditions:** | * Some outside hours work may be required
* Interstate travel may be required
* Reasonable workplace adjustments will be made for people with a disability
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| **Significant Working Relationships:** | * Professional staff, student Support services
* Coordinators, Maths Learning Centre / PASS
* Associate Deans, Learning and Teaching / Student Experience
* Teaching staff
* Other Universities and education providers
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| **POSITION SUMMARY** |
| The Division of Academic and Student Engagement (DASE) provides leadership to achieve the University’s strategic goals in relation to student experience. The Student Learning portfolio provides governance, strategic leadership and services for quality assurance, and for continuous enhancement and innovation, of learning and teaching. Led by the Pro Vic-Chancellor (Student Learning) and working in partnership with faculties, the portfolio’s activities are managed through the work of six closely inter-related teams.The Writing Centre provides academic learning and language development services and resources for domestic, international, undergraduate and postgraduate coursework students enrolled at the University of Adelaide. The Writing Centre provides teaching, resources and expertise to support students to develop appropriate academic skills to enable them to succeed in their studies at University, through individual and small group consultations, online resources and integrated lectures and workshops. Working under limited direction of the Manager, Student Academic Skills, this position is responsible for leading a team that provides expertise and support to diverse student cohorts in academic writing in all its forms. The position will build relationships with academic staff and other student support services to provide advice on supporting students in a range of academic literacies, drawing on research to develop, implement and evaluate Writing Centre activities and projects.  |

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| **KEY RESPONSIBILITIES** |
| Provide high quality writing support for students through the Writing Centre. | * Coordinate efficient operation of the Writing Centre, ensuring appropriate staffing at agreed times.
* Model a high standard of academic language and learning support and customer service.
* Coordinate a team in the delivery of high quality support services.
* Coordinate a volunteer program of student mentors to assist in the operations and activities of the Writing Centre.
* Develop and maintain high standards of pedagogical practice and professional expertise to ensure the delivery of a high quality writing support service.
* Identify software tools, and develop resources and templates to streamline the provision of support services with an emphasis on good pedagogical design.
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| Finance and Risk Management | * Effectively coordinate financial and human resources in line with the approved Writing Centre budget.
* Ensure risk identification and management practices exist for all aspects of the Writing Centre’s operations.
* Identify and implement appropriate quality assurance processes for the Writing Centre’s functions.
* Maintain and report on accurate usage statistics to help monitor performance and assist in improving operational efficiencies
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| Coordinate, lead and demonstrate a passion for customer service in seeking to assist students to achieve quality writing outcomes. | * Personally provide a high level of service and support for students accessing the service.
* Provide direct hands-on support in the day-to-day coordination and monitoring of existing service practices.
* Demonstrate a passion for student engagement and student support in the provision of writing centre services.
* Actively train and coach mentors in the provision of high quality service support to students.
* Promote quality, diversity, internationalisation and flexibility in the provision of language and learning support.
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| Develop innovative programs and projects to improve and promote services and provide advice in the provision of writing support services to students. | * Maintain knowledge of current language and learning support approaches and their capabilities and use across the University.
* Maintain knowledge and examples of current support systems being used across Australian Universities, including successes and failures and evaluations of usage.
* Promote the Writing Centre services to students and academic staff.
* Liaise with appropriate personnel within the University and external organisations on matters relevant to the Writing Centre.
* Provide advice and recommendations to the Manager, Student Academic Skills on best practice in writing centre support for students and actively seek to instil a model of continuous improvement within all staff.
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| Develop and coordinate programs and initiatives to support diverse student cohorts.  | * Develop and run discipline and assessment specific workshops for students, within capacity, and as needed.
* Liaise with academic staff to develop and present appropriate resources and activities to support academic literacies required by students from diverse cohorts.
* Lead academic learning support initiatives and projects in partnership with key stakeholders.
* Liaise with professional staff to identify and respond to high risk students with appropriate academic learning support.
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| Other reasonable duties commensurate with classification level. |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| * Ensure a safe work environment and compliance with University HS&W policies and legislation.
* Effectively lead the professional staff in all aspects of people management including providing guidance, support and development.
* Ensure effective people management of direct reports to enable the team to deliver the business outcomes effectively and efficiently as practicable.
* Ensure timely completion of PDRs including development plans for direct reports and provide ongoing feedback on their work performance.
* Provide induction to new staff members.
* Provide leadership and guidance in ensuring a service culture and student centric approach is applied within professional services.
* Lead, mentor and coach staff to promote continuous improvement including undertaking on-the-job training/instruction and providing daily feedback and performance management.
* Monitor, prioritise and coordinate workflow of direct report.
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| **CAPABILITIES AND BEHAVIOURS** |
| Use the Capability Dictionary at the link: <http://www.adelaide.edu.au/hr/docs/pdp-core-capability-dictionary.pdf>to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct |

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| **STAFF VALUES AND BEHAVIOUR FRAMEWORK** |
| Our culture is one that welcomes all and embraces diversity consistent with our [Staff Values and Behaviour Framework](https://www.adelaide.edu.au/hr/organisational-development/university-values) and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff. |

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|  | **SELECTION CRITERIA** |
| **Knowledge and Experience:**1. Experience in coordinating a team to deliver high quality services in a higher education environment.
2. Demonstrated skills in English language writing and understanding of issues and challenges students encounter in academic writing.
3. Knowledge and experience in the provision of Academic support services for international and domestic students, with an emphasis on writing skills.
4. Current detailed knowledge of English language curriculum and teaching at an undergraduate and postgraduate level in Universities.
5. High-level communication and interpersonal skills with demonstrated ability to interact with a broad range of people.
6. The capacity to act independently within established guidelines and proven ability to work as part of a team.
7. Demonstrated understanding of, and commitment to the implementation of equity and workplace health and safety principles and copyright.

**Qualification/s:*** A degree with subsequent relevant experience; or.
* Extensive experience and management expertise in technical or administrative fields; or
* An equivalent combination of relevant experience and/or education/training
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