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POSITION DESCRIPTION

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| **POSITION DETAILS** |
| **Position Title:** | **Academic English Support Officer** |
| **Position Number:** | 00026591 |
| **Classification:** | HEO6 |
| **Faculty/Division:** | Division of Academic and Student Engagement (DASE) |
| **School/Branch:** | Student Experience / Employability, Careers & Student Academic Skills |
| **Reports to (position title):** | Coordinator, Writing Support Programs |
| **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
* 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 the direction of the Coordinator, Writing Support Programs, this position is responsible for overseeing the operations of Academic English language development programs, resources, and initiatives, including the English Assist Program, designed to support commencing undergraduate and postgraduate international students in developing their academic communication skills. The Officer will coordinate program delivery, liaise with academic and administrative staff, and ensure the program meets the needs of its participants.  |

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| **KEY RESPONSIBILITIES** |
| Program coordination and support. | * Provide high quality writing support for students through the English Assist Program, and through other English language development programs, resources, and initiatives as required.
* Identify software tools and develop resources and templates to streamline program provision with an emphasis on good pedagogical design.
* Monitor the delivery of communication and academic skills sessions for international students, ensuring high-quality standards.
* Manage program logistics, including scheduling, resource allocation, and staffing.
* Liaise with relevant stakeholders (academic staff, student services, external partners) to ensure smooth delivery of services.
* Maintain knowledge of current language and learning support approaches and their capabilities and use across the University.
* Develop and present appropriate resources and activities to support academic literacies required by students from diverse cohorts.
* Promote practices that enable accessibility for students as needed.
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| Build and maintain stakeholder and client relationships. | * Build and maintain strong relationships with internal and external stakeholders to enhance program success.
* Liaise with academic staff to develop and present appropriate resources and activities to support language and academic literacies, as required by students from diverse cohorts.
* Liaise with professional staff to identify and respond to high-risk students with appropriate academic learning support.
* Act as a point of contact for international students seeking Academic English support/skills development, providing guidance in this area and referrals to other relevant support services as necessary.
* Promote the English language support programs and resources to students, and professional and academic staff.
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| Contribute to continuous improvement and strategic planning. | * Regularly assess the effectiveness of the program and recommend improvements based on feedback and analysis.
* Develop and implement program improvements to enhance the student experience and program outcomes.
* Contribute to the long-term strategic planning of the program to ensure it meets future needs.
* Provide advice and recommendations to the Coordinator, Writing Support Programs on best practice in TESOL and actively seek to instil a model of continuous improvement within all staff.
* Develop and maintain high standards of pedagogical practice and professional expertise to ensure the delivery of high-quality language support services and programs.
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| Support team performance and development. | * Provide leadership and direction to a small team of casual staff, ensuring they are trained and supported in delivering the program’s objectives.
* Foster a positive work environment that encourages teamwork, creativity, and continuous learning.
* Monitor performance and provide constructive feedback and recommendations to Coordinator to ensure a high standard of service.
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| Other reasonable duties commensurate with classification level. |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| * N/A
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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 coordinating and delivering high-quality English language support programs.
2. Demonstrated high-level communication skills, including the ability to effectively interact with academic staff, student services, and external partners. Proven ability to adapt communication styles to various audiences and influence outcomes to support academic success for diverse student cohorts.
3. Knowledge of current English language and learning support approaches, pedagogical practices and the use of software tools to support language and learning development at undergraduate and postgraduate levels. Proven ability to develop and implement effective resources and initiatives that reflect the latest academic support strategies for diverse student cohorts.
4. Demonstrated experience providing training, support, and constructive feedback to ensure high-quality service delivery. Proven ability to foster a positive work environment that promotes teamwork, creativity, and continuous learning.
5. Demonstrated understanding of, and commitment to the implementation of equity and workplace health and safety principles and copyright.

**Qualification/s:*** Completion of a TESOL qualification without subsequent relevant work experience; or
* An equivalent combination of relevant experience and/or education/training.
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