**POSITION DESCRIPTION**

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| **POSITION DETAILS** |  |
| **Position Title:** | **Assessment Support Officer** |
| **Position Number:** | 00026614 |
| **Classification:** | HEO 5 |
| **Faculty/Division:** | Division of Academic and Student Engagement |
| **School/Branch:** | Student Administration |
| **Reports to (position title):** | Exams and Results Team Leader |
| **Delegations:** | N/A |
| **Special Conditions:** | * Reasonable workplace adjustments will be made for people with a disability
* Participation in key student-centred events throughout the calendar year, such as Graduations, will be required.
* Some out of hours work will be required during peak periods in the lead up to and during examination periods. Overtime or time off in lieu arrangements are available
* This position may be required to work and/or travel to different locations as needed.
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| **Significant Working Relationships:** | * Assessment and Evaluation Lead
* Adelaide Medical School Academic and Professional Staff and Titleholders
* Adelaide Rural Clinical School Academic and Professional Staff
* Exams and Results team (DASE)
* Information Technology and Digital Services
* External vendors and service providers
* Students
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| **POSITION SUMMARY** |
| The University of Adelaide is a large and successful university in Australia's Group of Eight research intensive universities, distinguished by its international reputation and commitment to innovation and excellence in research and teaching.The Division of Academic and Student Engagement (DASE) partners with students, staff and the broader community to deliver an outstanding student experience. At the heart of the student experience are transformational opportunities in learning and teaching.The Student Experience Branch is responsible for providing services that deliver an excellent student experience. This includes administrative and support services to students as well as service to, and partnership with, academic staff in the development of a high-quality, engaging and relevant learning environment. The Student Experience Branch is underpinned by two key foundations:* rich engagement with our student cohorts, clubs and societies to cultivate impactful partnerships; and
* proactive student-centric support across the student lifecycle embedded in the learning and teaching experience to deliver increased student retention and success.

Student Administration Operations provides streamlined, integrated and intuitive administration services and systems to enable successful student progression through their university lifecycle. The Student Administration Operations unit includes Coursework Scholarships and Prizes, Enrolments, Examinations and Results, Graduations, Student Data and Reporting, Timetabling and Planning, and Student Systems. Working under general direction in a team environment, the Assessment Support Officer is responsible for the provision of high-quality administration of exam, workplace-based assessment and ePortfolio activity and systems that support the BMS/MD program in the Adelaide Medical School. Administration of the systems will be in conjunction with the Adelaide Rural Clinical School, which also uses these systems.The Assessment Support Officer will liaise with students, academic and professional staff, ITDS and the system vendors to administer and support the BMS/MD exam, assessment and ePortfolio activity and systems, including user support and administration, training, reporting and maintaining system support tools and resources. |

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| **KEY RESPONSIBILITIES** |
| Systems support for BMS/MD exams, assessments and ePortfolio | * Act as primary point of contact for users, vendors and ITDS (post-implementation) for any system requirements and support.
* Locate, proof, transcribe and tag existing manual assessment material into the new systems.
* Administer users (including adding new staff and clinicians) and sync course, enrolment and placement data.
* Onboard and train staff in the use of the assessment systems.
* Manage the question bank, including:
	+ import/validate questions
	+ maintain file structure
	+ manage AMSAC questions shared across medical schools
	+ support question writers
	+ source copyright free images.
* Support systemised exams, tests, and quizzes, including constructing exams based on question selection and blueprint.
* Validate and post exams, including settings, dates, availability and security.
* Ensure delivery of systemised exams, including communication, invigilation, students prepared, security arranged and systems and back-ups available.
* Maintain workplace-based assessments and support ePortfolios.
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| Administration, Reporting, and Service | * Generate and maintain reports, including AMC reports, student reports, question writer reports, item analysis, longitudinal question performance.
* Support grading processes by collating grade rosters, processing results and grade amendments, follow up on outstanding grades and supporting Assessment Review Committees.
* Assist in the development and review of tools and resources to support the systems, including training, orientation instructions, troubleshooting guides, invigilation instructions, categorisation instructions, selection instructions.
* Coordinate and support assessment workshops for question writing and assessment professional development.
* Respond to student and staff communication via CRM/email relating to the Examinations and Results lifecycle, including assessing and responding to Replacement Examination Requests in line with policy and procedures.
* Support logistical delivery of OSCE examinations.
* Work closely with the Faculty and Operational Examinations and Results Teams to integrate Adelaide Medical School assessment into broader Exams and Results Team processes and systems, where required.
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| Stakeholder and Relationship Management | * Develop and maintain collaborative relationships and partnerships with key stakeholders that support the achievement of operational delivery objectives.
* In all interactions, model a responsive, customer focussed service and performance driven culture.
* Ensure stakeholders are informed of progress of issues and provide advice to stakeholders on problems identified for resolution.
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| Continuous Learning, and Quality | * Develop knowledge in the operation and use of systems used at a University level for Exams and Results.
* Maintain a strong understanding of relevant internal and external policies and procedures and provide expertise on a range of student related matters.
* Ensure reporting and audit checks undertaken adhere to policy and procedures.
* Assist with the development and regular update of internal assessment procedure and training documents.
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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:****Essential:**1. Demonstrated experience in delivering high quality and responsive customer support.
2. Demonstrated experience in administering and improving cloud-based IT systems.
3. Proven high-level organisational skills with strong attention to detail, including processing high-stakes, sensitive and confidential data in a timely and accurate manner.
4. Proven ability to prioritise and complete tasks and meet deadlines across a wide range of stakeholders.
5. Demonstrated experience communicating, both verbally and in writing, in a succinct and responsive manner to deliver client centric results.
6. Proven ability to interpret and apply policies, procedures and legislative requirements, including for data security and privacy requirements.

**Preferred:**1. Demonstrated experience and working knowledge of assessment administration and/or systems, preferably in a higher education environment.

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