POSITION DESCRIPTION

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| **Position Description Classification Approved** | **Date** |
| Human Resources Branch | 13.10.2021 |

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| **POSITION DETAILS** |
| **Position Title:** | Program Support Coordinator, Military Law Programs |
| **Position Number:** | 00023913 |
| **Classification:** | HEO6 |
| **Faculty/Division:** | Faculty of Arts, Business, Law and Economics |
| **School/Branch:** | Adelaide Law School |
| **Reports to (position title):** | School Business Manager |
| **Delegations:** | N/A |
| **Special Conditions:** | * Reasonable workplace adjustments will be made for people with a disability
* Some work out of standard hours as required
* Occasional interstate or overseas travel may be required
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| **Significant Working Relationships:** | * Program Directors and Program Coordinator, Military Law Programs
* Postgraduate students in the Military Law Programs, and Continuing Professional Development participants.
* Faculty timetabling and student success teams
* Relevant central University units and services
* School Business Manager
* Paralegal and Business Manager, Military Legal Training Centre, Department of Defence
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| **POSITION SUMMARY** |
| The University of Adelaide is leading research intensive and teaching university. The Faculty of Arts, Business, Law and Economics offers an extensive range of undergraduate and postgraduate programs which provide an extraordinary Adelaide experience. Our graduates make history, are highly-skilled, well-rounded and are prepared to positively impact the future as true global citizens.Working under general direction the Program Support Coordinator, Military Law Programs coordinates and supports the teaching, academic and student services requirements for Military Law Programs delivered by Adelaide Law School under contract with the Department of Defence, Commonwealth of Australia. The position also supports Adelaide Law School’s Continuing Professional Development offering.This position is the main contact point for administrative liaison regarding the Military Law Programs with the Military Legal Training Centre (MLTC), Department of Defence. You will work closely with relevant central services and student learning support services. This role is responsible for managing and supporting assessment activities, and for ensuring academic staff have the access and necessary support to manage and deliver their courses. In addition, the position will work with the central student support team to assist students to make informed decisions throughout their program of study. The Program Support Coordinator liaises with Faculty and centrally located teams to inform and support the accurate maintenance of the detailed course information and requirements, and the translation of this into the Faculty timetable. This role also coordinates the various inputs necessary to the School’s Continuing Professional Development offering, including liaising as appropriate with website, online shop, finance and IT support teams to facilitate registration, payment, IT and MyUni access for Continuing Professional Development participants. |

| **KEY RESPONSIBILITIES** |
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| Coordinate Teaching, Academic & Curriculum Administration | * Liaise with the scheduling team to ensure effective coordination and management of timetabling and class scheduling processes, enrolment management, and Course Catalogue updating.
* Establish and communicate a schedule and routine for staff regarding deadlines and policy requirements to support the smooth running of the teaching requirements throughout the academic year.
* Coordinate and manage the collation of course outline information as required throughout the year and ensure policy requirements are met.
* Advise and ensure effective provision of support services to academic staff relating to MyUni administration.
* Coordinate any online and interstate teaching and learning requirements in conjunction with Program Directors and Program Coordinator, Military Law Programs.
* Participate in program learning related committees as required.
* Provide administrative support for contract management and program management meetings with Defence.
* Collate and provide to Defence all student grades and other information required under the contract.
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| Program and Policy Administration | * Provide advice to students and staff including information related to admission requirements; program structure and proposed changes, study plans and credit transfer; enrolment and selection of courses; graduation and completions; and academic progress; and registration, billing, IT and MyUni access, and certificates of completion for Continuing Professional Development participants.
* Provide complex advice to students on rules and opportunities, according to University policies and procedures.
* Advise on admissions assessments as required through internal transfer system and SATAC.
* Advise in the development and implementation of student enrolment and orientation sessions.
* Support the program and course review process by feeding in respective student experience knowledge.
* Ensure effective working relationships with relevant central teams and staff.
* Interpret, apply and translate relevant University policy to inform current and accurate operational implementation of the policy; to provide expert guidance in relation to policies; and to inform decision making throughout the process.
* Accurately access, manage and maintain data and information across multiple University systems in a timely manner to inform and support relevant processes
* Develop and maintain operating procedures that ensure practices align with policy, centrally lead elements of the procedures, and University wide best practice.
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| Student and Customer Experience Focus | * Seek to understand and have a genuine interest in meeting the needs of our customers, including the capture of accurate customer interaction information.
* Take ownership of customer enquiries and seek to resolve queries at the first point of contact; where not possible escalate to appropriate contact and monitor through to query completion.
* In association with the Program Directors and Program Coordinator Military Law Programs and in consultation with relevant stakeholders implement initiatives to improve the student and stakeholder experience, including by fostering a sense of belonging and engagement within the student community in the Military Law Programs and among Continuing Professional Development participants.
* Promote and advocate for University and Faculty initiatives to enhance the student experience when communicating with students.
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| Relationship Management & Communication | * Establish and maintain effective working relationships with colleagues and key stakeholders in the School, Faculty and other relevant units in the University, and with the Military Legal Training Centre, Department of Defence.
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|  | * Represent the School in all interactions and communications in professional, responsive and positive manner.
* Build and maintain effective relationships by providing excellent customer service to all stakeholders.
* Work collaboratively with colleagues to foster a positive team environment and set a strong example of being a team player.
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| Business Improvement | * Identify process-improvement opportunities and contribute to the delivery of efficient administrative processes and business procedures.
* Undertake any appropriate training and development identified as required for the role.
* Support the achievement of the Faculty’s and University’s broader activities by contributing to and advocating the ongoing improvement of services and systems across the Faculty and wider University.
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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](https://www.adelaide.edu.au/hr/ua/media/1605/rec-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/culture-and-values/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. Demonstrated high level organisational and administrative skills including the ability to work effectively under pressure with competing priorities and deadlines.
2. Demonstrated experience in managing multiple tasks with competing deadlines, implementing plans to achieve defined outcomes, and the ability to investigate, analyse and implement procedures.
3. Demonstrated high level verbal and interpersonal skills, including the ability to liaise and develop key relationships with staff from diverse backgrounds.
4. Proven knowledge and experience of understanding and interpreting policies and procedures, and their application in the provision of support services and advice.
5. Demonstrated ability to work and contribute to a team environment.
6. Knowledge or experience of the University sector and the structure and operation of learning and teaching requirements.

**Qualification/s:*** + Tertiary level qualification and / or extensive relevant work experience.
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