Position Description

College/Division: College of Engineering, Computing and Cybernetics (CECC)
Faculty/School/Centre: Professional Services Group - Community
Position Title: Service Coordinator – Education Services
Classification: ANU Officer Grade 6/7 (Administration)
Position No: 36500
Responsible to: Senior Service Consultant – Education Services

PURPOSE STATEMENT:
The College of Engineering, Computing and Cybernetics (CECC) Community Team exists to promote, support and foster better outcomes for our community both within and outside the College. Services delivered by the Community team enable better collective outcomes and contribute to the overarching (College-wide) strategy objectives. The Services Coordinator – Education Services provides comprehensive, high level support contributing to the efficient and effective provision of services through liaising with stakeholders; both students and academics across the College and wider University, providing robust and personalised advice and assistance on a wide range of policies, procedures and initiatives supporting the achievement of the College’s and University's strategic goals.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:
The Service Coordinator – Education Services works closely with the other members of the Community team, liaising with and providing high quality advice and service to a wide variety of staff, students and external stakeholders. The Services Coordinator – Education Services works collaboratively with the other teams within the College and broader ANU including the Academic Standards and Quality Office (ASQO).
The context of the role is to provide high quality service to stakeholders in the College community and its stakeholders.

Role Statement:
Under broad direction, the Services Coordinator – Education Services will:
• Coordinate operational aspects and employ logic and reasoning to provide high level and, at times, complex advice and services on education policy, governance and curriculum administration, ensuring compliance with the University's Enterprise Agreement and associated policies, procedures and current legislation.
• Assist with the development, implementation and monitoring provision of reports to support the College’s strategic initiatives, liaising with client areas and undertaking thorough investigative action when needed, analysing data and presenting it with insightful recommendations and/or solutions.
• Contribute to and participate in business improvement projects and new initiatives and provide input to develop and improve existing practices and processes, with a commitment to continuous improvement and service orientated best practice.
• Work with external stakeholders; including centralised services, other College's and external organisations, to support the College’s strategy for short, medium and long term needs and aspirations.
• Provide high level committee support to various College committees, preparing documentation, correspondence and briefing notes, as required.
• Establish and maintain effective relationships with stakeholders within the area, wider ANU, and, where required, with external organisations.
• Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
• Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling. Some adaptability may be required based on complexities of seasonal workflows in the sector.
SELECTION CRITERIA:
1. Degree in a relevant field with demonstrated experience in a service orientated role in a complex organisation or an equivalent combination of relevant experience and/ or qualifications. Experience in a higher education environment is highly valued.
2. Sound knowledge of and demonstrated experience with contemporary education administration, governance and support practices with the ability to interpret and apply policies, procedures and legislative requirements as they relate to education governance and administration.
3. Demonstrated analytical and problem-solving skills, with a proven ability to use initiative, investigate issues, collect and analyse data and to make customised recommendations on solutions.
4. Proven organisational skills and ability to prioritise own workload and to work effectively both independently and as part of a broader team, meeting demanding deadlines and delivering high quality outcomes.
5. Demonstrated high level customer service and communication skills with an ability to liaise effectively with stakeholders in a culturally diverse environment.
6. Highly developed computer skills, including proficiency using the Ms Office suite and experience with online information systems. Advanced skills in Excel will be highly regarded.
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

ANU Officer Levels 6 and 7 are broad banded in this stream. It is expected that at the higher levels within the broadband occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range of duties at a higher level, and that more time will be spent on the more complex functions of the position.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

Printed Name:          Uni ID:          

References:
Professional Staff Classification Descriptors
Academic Minimum Standards