Position Description

College/Division: ANU College of Health and Medicine
Faculty/School/Centre: College of Health and Medicine
Department/Unit: Executive Education
Position Title: Executive Education Programme Coordinator
Classification: ANU Officer Grade 6/7 (Administration)
Position No: TBC
Responsible to: Head, Education Innovation and Development
Number of positions that report to this role: Nil
Delegation(s) Assigned: Nil

PURPOSE STATEMENT:
The ANU College of Health and Medicine delivers world-class research and education through its School of Medicine and Psychology, The John Curtin School of Medical Research, and the National Centre for Epidemiology and Public Health. The College is renowned for its global leadership, regional and national impact in health research, public policy, teaching, and training.

Executive Education at The College of Health and Medicine provides professional short courses to a range of key public and private sector markets in Australia, including the health delivery system, governmental, regulatory and policy agencies. The Executive Education Programme Coordinator will be responsible for the planning, preparation, logistics and delivery of Custom and Open programmes. The Coordinator will have an allocated portfolio of programmes and will be the driving force behind the planning, preparation, logistics and delivery of each one, ensuring consistency and excellence in all aspects of the programme lifecycle.

Programmes are delivered both virtually and on-campus, and a demonstrable autonomous and proactive approach is required within this role. The coordinator is expected to be onsite for all program deliveries in their portfolio (excluding live online deliveries which can be run remotely), and to be deliver outstanding customer services to all course participants.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
The position will be responsible for ensuring that participants, clients, faculty, and speakers on the executive education programmes in their portfolio experience excellence from preparation to delivery execution. To ensure this, the Coordinator will engage and interact with key internal and external stakeholders, including clients and participants, course convenors, faculty and speakers, operational units, IT, AV, and CCE units.

Role Statement:
Under the general direction of the Head, Education Innovation and Development, and working closely with Course Convenors and other operational stakeholders including the Centre for Continuing Education, the Executive Education Coordinator will:

1. Project manage programme planning, preparation, and delivery to ensure all are executed to the highest standard. Maintain process timelines and project plans to successfully manage multiple programmes.
2. Communicate clearly and concisely in a timely, professional, and effective way with a wide range of stakeholders including faculty, guest speakers, participants, off-site venues, contractors, and support staff. Actively build strong, long-lasting working relationships.
3. Coordinate the delivery of professional development courses in either in-house, ANU locations, external locations or online, including venue management, catering arrangements, notifications to participants, pre-sessional information sessions, and course payments.
4. Manage the operational planning and delivery of virtual sessions, including technology test sessions, guidance, advice and problem solving to participants.

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5. Programme budgets including processing programme specific invoices and negotiating expenditure on programme related costs with external suppliers.
6. Liaise with speakers and contributors to obtain content requirements and materials within set deadlines.
7. Create, maintain, and update specific learning platforms in coordination with the Centre for Continuing Education. With Course Convenors, create and proof all programme materials and delivery to participants.
8. Provide excellent and responsive customer service to course participants and clients.
9. Administer the programme evaluation process and utilise feedback to identify ways to make tangible improvements to programme delivery.
10. Work effectively with various teams to help to achieve the College’s objectives, improve working practices and contribute to the overall success of Executive Education.

SELECTION CRITERIA:
1. Tertiary qualifications in a relevant field with proven experience in professional education and/or short courses administration, design, and delivery in a university or similar complex environment is highly desirable.
2. The ability to maintain a flexible and proactive approach to tasks within a busy work environment and the ability to organise and prioritise workloads and coordinate a project (short course) to meet tight deadlines and deliver educational outcomes, all with a high level of attention to detail.
3. Demonstrated data, numerical, and analytical skills and proficiency in the use of MS Office suite and information management systems. Experience with learning management systems including Moodle and Canvas, and experience using or the willingness to learn Adobe InDesign and content management systems such as Drupal.
4. Demonstrated experience in delivering consistently high levels of client service.
5. Excellent interpersonal communication skills including the ability to consult and liaise with a diverse range of people, use initiative, problem solve and apply sound judgement whilst maintaining a high level of confidentiality and discretion.
6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

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.

Delegate Date: 2023
Printed Name: Uni ID:

References:
General Staff Classification Descriptors
Academic Minimum Standards

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