Position Description

Australian National University

College/Division: Office of the Pro-Vice-Chancellor (Education)
Department/Unit: Centre for Learning and Teaching
Position Title: Education Support Officer
Classification: ANU Officer Grade 5 (Administration)
Position No:
Responsible to: Team Leader, ANU Extension and Enrichment
Number of positions that report to this role: Nil
Delegation(s) Assigned: Nil

PURPOSE STATEMENT:
The Centre for Learning and Teaching (CLT) provides expert advice and support in delivering innovative learning and teaching services through collaborative partnerships across the University. The Centre is a service division and has a strong orientation to stakeholder collaboration and provision of high quality services to the ANU education community.

Continuing Education (CE) within the CLT contributes to the University’s strategy for teaching and learning by partnering with colleges and academics to provide a suite of professional development and lifelong learning offerings for multiple stakeholders including but not limited to ANU staff, professional and community members and secondary school students enrolled in the ANU Extension program.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
Reporting to the Team Leader, ANU Extension and Enrichment, this position will provide administrative support across the CE portfolios in response to task priority and cyclic activity demand. The position will require advanced administrative and technical skills and a high level of capability in the use of spreadsheets and technology. It would suit someone who is adaptable, and able to work at pace under minimum supervision while responding to diverse client needs and high volume email communications requiring diligence, professionalism and expert knowledge about the CE programs.

Role Statement:
Under general direction, the Education Support Officer will:
- Contribute to the daily administrative operations of CE programs, including the use of university student management systems, maintenance of accurate student records, data analysis and responding to public facing functional email accounts.
- Co-ordinate communications for CE programs and provide well-written and accurate communications in a timely manner.
- Work collaboratively with the CE Manager, Team Leaders, to respond flexibly across portfolios as workflow needs arise. This will require advanced administrative and communication skills and capacity to learn and use functional aspects of the enrolment database and Learning Management Systems used for Centre of Continuing Education and ANU Extension programs.
- Provide administrative support for education and marketing related program activities within CE including selection test co-ordination, event planning and support; invitations and promotion; registrations; room bookings; and course completion activities.
- Create and maintain training and program documentation and other relevant program resources, which can be shared across CE teams and with part-time educators.
- Collect and organise data relating to CE programs for the preparation of reports and general monitoring of trends and activity.
- Assist the CE Team Leaders with producing and circulating agendas and minutes in a timely fashion, collate and circulate relevant documents, track and manage action items relevant to operational needs.

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- Comply with all ANU policies and procedures, in particular those relating to work health and safety and equal opportunity.
- Perform other duties as requested, consistent with the classification of the position and in line with the principle of multi-skilling and professional development.

See the classification descriptors for professional staff and minimum standards for academic staff

**SELECTION CRITERIA:**

1. Degree or Year 12 and extensive relevant work experience, preferably in the administration of Education programs or equivalent combination of experience and training. Experience in the higher education sector would be highly regarded.

2. Well-developed computer skills, including the Microsoft Office Suite and database management, with the willingness and capacity to learn how to operate other programs as required. Well-developed Excel skills and experience in the use of an eLearning Management System (for example Moodle) and/or WordPress is highly desirable.

3. Demonstrated high-level customer service and effective oral and written communication skills, with an ability to consult and liaise effectively with a wide range of stakeholders in a culturally diverse environment.

4. Proven organisational skills with a demonstrated ability to prioritise own workload and to work effectively both independently and as part of a team, managing competing demands and deadlines and delivering high quality outcomes. Experience in servicing meetings, including the drafting of agendas, taking of minutes and managing action items would be highly regarded.

5. The capacity to identify problems and propose solutions, use initiative and judgement, and escalate issues when needed.

6. A demonstrated understanding of equal opportunity principles, 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.

**References:**

- Professional Staff Classification Descriptors
- Academic Minimum Standards

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