



## Position Description

<b>College/Division:</b>	<b>ANU College of Engineering, Computing and Cybernetics</b>
<b>School/Centre:</b>	<b>Professional Services Group</b>
<b>Department/Unit:</b>	<b>Academic Services</b>
<b>Position Title:</b>	<b>Senior Academic Services Officer</b>
<b>Classification:</b>	<b>ANU Officer Grade 6/7</b>
<b>Position No:</b>	<b>40226</b>
<b>Responsible to:</b>	<b>Deputy Manager, Academic Services</b>
<b>Number of positions that report to this role:</b>	<b>0</b>
<b>Delegation(s) Assigned:</b>	

### PURPOSE STATEMENT:

The ANU by 2025 Strategic Plan calls for the University to serve society through transformational research and education. As one of the great universities of the world, ANU is driven by a culture of excellence in everything we do. Our lived experience is increasingly one of large-scale systems of people, whose actions and interactions are influenced by our digital, physical and biological environment. The ANU College of Engineering, Computing and Cybernetics (CECC) hosts three of the key disciplines necessary to help us design, build, regulate and secure the future.

CECC brings together expertise in social, technical, computational, ecological and scientific systems to build a new approach to systems design and build new national capabilities in data-driven policy and business development. The work we do in the College directly supports one of the four pillars of ANU by 2025: to strengthen our national mission and meet our unique responsibilities as Australia's national university. We will deliver on our mission by building a strong community, providing transformative educational experiences, conducting high-impact research, seeking meaningful engagement, and becoming a resilient organisation post COVID-19.

We welcome and openly acknowledge differences in expertise, research / education / professional focus, experience and perspective.

CECC is a vibrant and diverse community of more than three thousand students, staff, and visitors. Our College is comprised of three schools: the School of Computing, School of Cybernetics, and School of Engineering, supported by the Professional Services Group.

The Professional Services Group provides expertise that supports the College in the successful delivery of its objectives. We achieve excellence in services by partnering and collaborating with academic staff, students and external partners, through embracing diversity of ideas to coming up with innovative solutions. Our expertise spans across Engagement, Community, Resources, combining strengths across each of these focused areas to identify and build strong collaborative relationships throughout our broad stakeholder base.

The Senior Academic Services Officer offers comprehensive, expert support to ensure efficient service delivery by liaising with their team, supervisor, and stakeholders across the College and University. They provide tailored advice and assistance on a wide range of policies, procedures and initiatives to help achieve the strategic goals of both the College and the University.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

Reporting to the Deputy Manager, Academic Services, the Senior Academic Service Officer works closely with the other members of the Academic Services team, liaising with and providing high quality advice and service to a wide variety of staff, students and visitors. The Senior Academic Service Officer works collaboratively with the other teams within the College and broader ANU.

The context of the role is to provide high quality service to stakeholders in the College community and its stakeholders.

### **Role Statement:**

Under the broad direction of the Manager, Academic Services the occupant will:

1. 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.
2. 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.
3. 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.
4. 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.
5. Provide high level committee support to various College committees, preparing documentation, correspondence and briefing notes, as required.
6. Establish and maintain effective relationships with stakeholders within the area, wider ANU, and, where required, with external organisations.
7. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
8. 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.*

### **References:**

[Professional Staff Classification Descriptors](#)



# Pre-Employment Work Environment Report

## Position Details

<b>College/Div/Centre</b>	ANU College of Engineering, Computing and Cybernetics	<b>Dept/School/Section</b>	Academic Services
<b>Position Title</b>	Senior Academic Service Officer	<b>Classification</b>	ANU Officer 6/7
<b>Position No.</b>	40226	<b>Reference No.</b>	

In accordance with the Work Health and Safety Act 2011 (Cth) the University has a primary duty of care, so far as reasonably practicable, to ensure the health and safety of all staff while they are at work in the University.

- This form must be completed by the supervisor of the advertised position and appended to the back of the Position Description.
- This form is used to advise potential applicants of work environment and health and safety hazards prior to application.
- Once an applicant has been selected for the position they must familiarise themselves with the University WHS Management System via Handbook guidance <https://services.anu.edu.au/human-resources/health-safety/whs-management-system-handbook>
- The hazards identified below are of generic nature in relation to the position. It is not correlated directly to training required for the specific staff to be engaged. Identification of individual WHS training needs must be in accordance with WHS Local Training Plan and through the WHS induction programs and Performance Development Review Process.
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at [http://info.anu.edu.au/Policies/\\_DHR/Procedures/Employment\\_Medical\\_Procedures.asp](http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp)

## Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a **regular** or **occasional** part of the duties.

TASK	regular	occasional	TASK	regular	occasional
key boarding	X	<input type="checkbox"/>	laboratory work	<input type="checkbox"/>	<input type="checkbox"/>
lifting, manual handling	<input type="checkbox"/>	X	work at heights	<input type="checkbox"/>	<input type="checkbox"/>
repetitive manual tasks	<input type="checkbox"/>	<input type="checkbox"/>	work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>
Organizing events	<input type="checkbox"/>	<input type="checkbox"/>	noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input type="checkbox"/>	electricity	<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle	<input type="checkbox"/>	<input type="checkbox"/>			
<b>NON-IONIZING RADIATION</b>			<b>IONIZING RADIATION</b>		
solar	<input type="checkbox"/>	<input type="checkbox"/>	gamma, x-rays	<input type="checkbox"/>	<input type="checkbox"/>
ultraviolet	<input type="checkbox"/>	<input type="checkbox"/>	beta particles	<input type="checkbox"/>	<input type="checkbox"/>
infra red	<input type="checkbox"/>	<input type="checkbox"/>	nuclear particles	<input type="checkbox"/>	<input type="checkbox"/>
laser	<input type="checkbox"/>	<input type="checkbox"/>			
radio frequency	<input type="checkbox"/>	<input type="checkbox"/>			
<b>CHEMICALS</b>			<b>BIOLOGICAL MATERIALS</b>		
hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>	microbiological materials	<input type="checkbox"/>	<input type="checkbox"/>
allergens	<input type="checkbox"/>	<input type="checkbox"/>	potential biological allergens	<input type="checkbox"/>	<input type="checkbox"/>
cytotoxics	<input type="checkbox"/>	<input type="checkbox"/>	laboratory animals or insects	<input type="checkbox"/>	<input type="checkbox"/>
mutagens/teratogens/ carcinogens	<input type="checkbox"/>	<input type="checkbox"/>	clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>	genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>
			immunisations	<input type="checkbox"/>	<input type="checkbox"/>
<b>OTHER POTENTIAL HAZARDS (please specify):</b>					