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POSITION DESCRIPTION

Teaching Support Officer

Position Level	6
Faculty/Division	Arts, Architecture & Design
Position Number	ADMIN ONLY
Original document creation	01/09/ 2020

Position Summary

The role of Teaching Support Officer is responsible for overall support to Academic staff and students to ensure Teaching is delivered efficiently and appropriately. This includes ensuring appropriate learning spaces, TELT (Technology Enabled Learning & Teaching) and logistical support are delivered on time and as required.

This position is situated in a team-based environment where during peak times the sharing of roles and the collaborative support for the work of colleagues may occur.

The role has a dual reporting line to the Deputy Faculty Executive Director and School Manager.

Accountabilities

Specific accountabilities for this role include:

- Apply, interpret and advise on policies, systems, manuals, rules, procedures and guidelines relevant to Teaching Support activities across the Faculty
- Establish and maintain high level communication and administration in regard to the Learning Management System (LMS) to support the School's TELT activities, acting as TELT administrator as per the faculty TELT guidelines
- Maintain and support assessment needs including external, internal and centrally run exams (and supplementary exams), and coordinate results processing (including special considerations, late entry, changes and disputed marks) as required by course and program convenors
- Under the direction of the management team, prepare and process academic casual contracts in line with school budgets
- Review, adjust, coordinate remediation and publish; course outlines, course catalogues, Enrolment Requirement Groups (ERGs), ECLIPS & Handbook entries across all courses and programs

- Undertake school and faculty term planning activities including completion of accurate Clash Free Course Combinations (CFCCs) as required, ensuring all changes to programs and courses have been accounted for
- Support school and program-specific administration needs including (but not limited to) committee secretariat (L&T meetings), bookings systems, auditions, language placements, student experience surveys, admissions requirements and performance requirements as directed by Operations management team
- Monitor the School's enrolments into courses, resolve any enrolment issues and recommend open and closure of tutorials and courses
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Relevant tertiary qualifications and/or an equivalent level of knowledge gained through any other combination of education, training and/or experience
- High-level understanding of course coordination, handbook requirements, Teaching Support logistics and program administration
- Proven experience working with University enrolments and a strong understanding of the day-to-day enrolment functions which require attending to
- Strong understanding of TELT requirements and the ability to apply technical and procedural knowledge to a range of teaching-specific requests
- Excellent problem solving, communication, analytical and organisational skills with an ability to meet deadlines and to identify gaps in service and make suggestions for improvement
- Proficiency in a range of computing skills including word processing, spreadsheets, and databases and a willingness to learn new systems
- Ability to work independently with minimal supervision and work productively as part of a team
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.