POSITION DESCRIPTION

Program Officer, Academic & Education Focussed Development

Position Level 6
Faculty/Division DVC-Academic
Position Number 00057326
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Position Summary
The Program Officer, Academic & Education Focussed (EF) Development plays a key role within the Pro Vice-Chancellor Education & Student Experience portfolio, providing administrative support and coordination of Academic & EF Development programs and activities such as the Foundations of Learning & Teaching (FULT) program, Beginning to Teach (BTT), and Peer Review of Teaching, enabling UNSW teaching staff to deliver educational excellence and improve the student experience.

The role entails the coordination, implementation and promotion of Academic & EF Development projects, programs and initiatives driven by the portfolio including effective administration, program and project coordination, and contribution to evaluation and reporting activities.

The role reports to the Team Lead, Academic & EF Development and has no direct reports.

Accountabilities
Specific accountabilities for this role include:

- Coordinate administrative and promotional activities for Academic & EF Development programs, workshops/seminars, training, forums and events offered by the portfolio.

- Provide comprehensive, practical and proactive program and project coordination and administrative support to programs, projects and initiatives including monitoring progress and tracking to milestones and deliverables, alignment with time, cost and quality metrics,
identification of risks and implementation of mitigating solutions where applicable and effective communications with key stakeholders, both internal and external.

- Coordinate workshops, seminars, training, forums, meetings and events, manage assigned actions and follow-ups and project status reporting.
- Set priorities and monitor workflows and systems in support of the delivery of designated projects, activities and initiatives; planning, review and data collection and analysis, writing and editing documents, including reports and providing committee support.
- Contribute to ongoing alignment between Academic & EF Development activities and initiatives, the Education Pillar and broader PVCES portfolio strategic goals and priorities.
- Maintain systems and processes, documentation and protocols essential to the efficient implementation of Academic & EF Development programs, including program evaluation and reporting.
- Develop, foster and maintain highly effective working relationships with portfolio teams, relevant staff in faculties and divisions and other internal and external stakeholders.
- Support adherence to UNSW governance pathways to ensure programs and projects are managed within a defined, consistent and proven set of rules for program development.
- 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 & safety of yourself or others.

Skills and Experience

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- Demonstrated experience in program administration and coordination with an understanding of academic and/or professional development programs, the project life cycle including planning, managing logistics, promotions, communications documentation and reporting.
- Advanced written and verbal communication skills, including proven ability to develop presentations and project reports and the ability to research and analyse material and summarise key issues.
- Strong service orientation and "client” focus, together with high-level interpersonal and communication skills and demonstrated ability to build and maintain positive and professional relationships with staff at all levels and internal and external stakeholders.
- Excellent organisational and time management skills, accuracy and attention to detail, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.
- Advanced level of computer literacy with excellent skills in Microsoft Office applications and databases and understanding of, or previous experience with, maintenance of digital platforms.
• 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.