POSITION DESCRIPTION

Project Officer, Academic Programs

Position Level
Level 7

Faculty/Division
Business

Position Number
00037724

Original document creation
24/ 08/ 2021

Position Summary
The Project Officer, Academic Programs, is responsible for a range of administrative areas and specific projects, and is a key member of the Programs team in the UNSW Business School Education Portfolio.

They will work within and contribute to a general framework established by the Deputy Dean Education, Academic Directors, and Heads of Schools to provide a superior level of administrative and project management. In consultation with the Academic Director Undergraduate (ADUG) and Academic Director Postgraduate (ADPG), this position will be responsible for developing, coordinating, and delivering projects related to the goals and initiatives of the UG and PG program portfolios.

The role of Project Officer reports to the Academic Directors, Undergraduate and Postgraduate and has no direct reports.

Accountabilities
Specific accountabilities for this role include:

- Research, analyse and summarise information for the Academic Directors to inform revisions,
- Revitalisations and development of programs and streams.
- Act as the faculty's primary liaison point for the administration of the university's curriculum management system (currently ECLIPS), particularly with regard to new or revised programs or streams.
- Initiate, lead and deliver projects related to the management, continuous improvement and promotion of academic programs, and ensure the involvement of appropriate stakeholders.
• Provide high level reports and business cases, presentations, and briefings on behalf of the Academic Directors, and Deputy Dean, Education.

• Identify, evaluate and pursue opportunities for continuous improvement and process improvements, aligned to the University's and Business School's strategy.

• Collaborate with other Education Portfolio staff working on aligned goals and activities to improve processes and outcomes to achieve organisational goals.

• Act as an escalation point to resolve operational issues or administrative matters and complex issues that are escalated for more senior attention.

• Proactively establish and maintain highly collaborative relationships, networks and links with stakeholders and key staff within the Faculty and across the University.

• 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 degree or an equivalent level of knowledge gained through any other combination of education, training and experience.

• Demonstrated ability to develop a detailed understanding of policies, business processes and systems, and providing high-level recommendations for improvement.

• Outstanding research, critical thinking, analytical, problem solving and conceptual skills, including the capacity to form and justify recommendations and initiatives.

• Proven ability to understand and interpret complex rules and regulations and provide written and verbal advice on such to internal and external clients in a clear, concise, accurate and logical way.

• Outstanding written and oral communication skills, including the ability to produce a wide range of written communication such as reports, briefings, policies, guidelines and procedures.

• Excellent interpersonal, influencing and relationship-building skills, with the ability to maintain collaborative working relations hips with a diverse range of people and networks, and effectively influence stakeholders to achieve shared strategic goals.

• Demonstrated customer service and process improvement focus.

• Demonstrated experience in the development of project documentation including business cases, briefing papers, project plans, process maps and communication content.

• Excellent time management and organisational skills with the ability to manage the delivery of services and operations within strict timelines and competing deadlines while maintaining quality and accuracy.

• 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.