POSITION DESCRIPTION

Clinical Teaching Support Administrator

Position Level	5
Faculty/Division	Medicine & Health
Position Number	00100056
Original document creation	September 2021

Position Summary

A **Clinical Teaching Support Administrator** provides effective day-to-day logistical support for clinical teaching within UNSW Medicine & Health.

The role reports to the relevant Clinical Teaching Support Officer.

Accountabilities

Specific accountabilities for this role include:

- Act as first point of contact and provide high quality customer service to staff, students and Conjoints for teaching support enquiries.

- Assist with organising logistical aspects of clinical teaching, including scheduling teachers, room resources, timetables, results for clinical campus or discipline, for both 'in person' and online modalities.

- Ensure rooms are set up for relevant clinical and didactic teaching activities. If activities are taking place online, ensure online space is prepared and participants have the required information to attend and participate in a meaningful way.

- Assist to coordinate clinical assessments and exams for clinical campus and/or discipline, working with broader teaching support team for the Medicine program.

- Assist with the maintenance and distribution of learning materials, including the use of technology to enable online learning and using UNSW's learning management systems.

- Work collaboratively with Clinical Teaching Unit Directors, Discipline Education Directors, Clinical Campus Manager, teaching academics and key hospital staff to organise and coordinate clinical teaching.

- Collect program, course and student evaluations and statistics.

- Organise student events as needed, e.g. orientations, ILP/Honours recruitment events

- Maintain equipment for teaching medical students in a clinical campus.

- Support the creation of a cohesive Teaching Support team across the School by participating in relevant projects and activities to improve practices and processes across the team.

- Participate in relevant projects and business improvement activities to streamline processes and facilitate program, course and resource delivery and 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 and 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 providing effective customer service and support to clients at all levels.

- Well-developed interpersonal and written and verbal communication skills.

- Advanced time management, organisational and problem-solving skills, including the ability to meet deadlines.

- Highly proficient computer literacy with excellent skills in Microsoft Office applications.

- Ability to make sound judgements and work both independently and as part of a team.

- Demonstrated experience supporting and contributing to projects and initiatives.

- 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.