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POSITION DESCRIPTION

Education Quality Officer

Position Level	6/7
Faculty/Division	Engineering
Position Number	00198365
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Position Summary

The UNSW Faculty of Engineering is a national and international leader in engineering research and education and is the University's premier research Faculty. It is the largest Engineering Faculty in Australia, has the largest research expenditure, and graduates the largest number of engineers. Through excellence in fundamental and applied research, the Faculty aims to be placed in the top 20 internationally by 2025.

The **Education Quality Officer**, a key member of the Academic Programs Team within the Dean's Unit of the Faculty of Engineering, is instrumental in providing administrative support, and driving project and governance initiatives for the Education Portfolio.

The role of **Education Quality Officer** reports to the Academic Programs Manager and has no direct reports.

Accountabilities

Level 6:

Specific accountabilities for this role include:

- Provide general administrative and project support, including the coordination of initiatives at a Faculty and University-wide level, and the implementation of the Faculty's education plans under the UNSW 2025 Strategy.
- Maintain a detailed understanding of University and Faculty rules applicable to education, and apply, interpret and advise on relevant policies, standards, procedures and guidelines.
- Maintain relevant education-focused databases and records, ensuring the inclusion of accurate, relevant and up-to-date data for use in program administration.
- Coordinate proposals for new and revised academic offerings across the Faculty, from initial concept through to completion. This includes monitoring proposal progress, updating stakeholders, addressing arising issues, and liaising with relevant stakeholders to ensure proposals align with Faculty objectives and University policy.

- Work with the Faculty Accreditation and Strategic Projects Lead, and Academic Programs Manager to support and deliver Academic Program Reviews across the Faculty.
- Coordinate Academic Program Reviews, including timely scheduling, establishing review panels and general administration for reviews. Collect background data and information, prepare draft review reports and monitor implementation of review outcomes and reporting.
- Support the creation, review, and upkeep of the Education team's communication materials, including key resources like the UNSW Handbook, Engineering website and intranet.
- Administer Faculty awards and prizes, including the development and refinement of processes and criteria for prizes awarded annually.
- Develop and maintain effective relationships across Schools, relevant Faculties, and Divisions to support the Education Portfolio.
- 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.

Level 7 (in addition to above):

- Develop, implement, and maintain Faculty procedures and guidelines within the Education portfolio, in accordance with UNSW policies, standards, procedures and guidelines.
- Manage the delivery of Engineering Education projects, initiatives, internal quality assurance mechanisms, and administrative systems.
- Monitor, track and report on the status of project deliverables in line with approved project plans related to external accreditation, quality assurance and University initiatives.
- Prepare high-level documentation and distill complex information into concise reports, to support senior colleagues, portfolio initiatives, committees, etc.
- Develop, implement, evaluate and continually enhance systematic support of quality academic offering records and governance processes.
- Manage awards and prizes for administrative sustainability and student experience, including complaints management.
- Develop and manage effective communication and influence with key stakeholders across Schools, relevant faculties, and divisions to promote education quality related objectives.
- Develop and enhance the Faculty suite of business intelligence products.
- Design, implement and maintain a systematic approach to the provision of educational data analysis to the Faculty and Schools, including researching and interpreting information and analysing complex data from a variety of courses to provide advice to key stakeholders' groups.
- Identify opportunities for, design and implement process improvements to enhance the quality of educational delivery and academic information management.

Skills and Experience

Level 6:

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- Demonstrated ability to apply, interpret, advise on and develop protocols, procedures, guidelines and administrative systems.
- Highly proficient computer literacy with excellent skills in Microsoft Office applications. Proficiency with Microsoft BI is desirable.
- 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.
- Excellent time management and organisational skills, with the ability to plan, organise and coordinate projects and manage multiple tasks with competing deadlines.
- 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.

Level 7 (in addition to above):

- Demonstrated knowledge of tertiary education programs and experience ensuring academic offerings comply with institutional rules and industry accrediting bodies.
- High level written, interpersonal, negotiation and consultation skills, including the ability to build and sustain effective professional relationships with a range of people at different levels within the organisation.
- Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.

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.