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## POSITION DESCRIPTION

# Teaching Support Officer

Faculty/Division	Science
Classification Level	Professional 5/6 broadband
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	00197210
Shiftwork status	NOT SHIFTWORKER
Allowances	N/A
On call arrangements	N/A
Original document creation	22 May 2024

### Position Summary

The Teaching Support Officer is primarily responsible for providing administrative assistance to the academic and technical teaching staff in the School of Chemistry and acts as the first point of contact for prospective and existing undergraduate students, providing high quality advice and support to the School's undergraduate community. As part of a team of support staff, the Teaching Support Officer will contribute to the administrative function of the School relating to undergraduate activities and support the School Manager by reporting data key to the operational and strategic management of the School.

The role of Teaching Support Officer reports to the School Manager and has no direct reports.

### Accountabilities

Specific accountabilities for this role include:

Level 5

- Staff the School's main reception desk, acting as both the friendly first point of contact for students and teaching staff with queries and requests and as a triage point for the School and Tier 3 escalation point. Monitor shared mailboxes for general enquiries, responding or escalating further as required.
- Provide general administrative support by managing and distributing school stationery supplies and providing technical assistance with printing and education technology equipment.

- Provide input to and/or produce various marketing materials including websites, posters and brochures and update the School's main website and intranet as required.
- Term Planning and Class Maintenance activities including timetabling and class scheduling, creation of online Moodle courses, coordination of the myExperience survey process and administration of the Learning Management System (LMS) to support the School's Technology Enabled Learning and Teaching (TELT) activities.
- Monitor and report on current and forecasted enrolment numbers and class utilisation to assist the School with future term planning.
- Responsible for assessment planning, collating exam papers from academics, and coordinating submission of grades in line with School and Faculty procedures and timelines.
- Coordinate in-term tests, final exams, online distance, supplementary and ELS exams as required, including coordinating venue bookings, invigilation and support for early or late tests and exams extending beyond core hours.
- Process casual academic job offers and salary claims.
- Assist the Honours Coordinator in all aspects of Honours administration including marketing, events, recruitment, applications, enrolment, viva scheduling and assessment processing.
- Support the HDR Support Officer and Postgraduate Coordinators in delivering the full range of HDR related activities including onboarding, managing scholarships, Student Travel Support, HDR review scheduling, and HDR population tracking, space management and IT software licencing.
- Support other needs of the School including Outreach activities, purchasing, and event coordination, coordinating the Bridging course, arranging guest lectures, supporting Work Integrated Learning (WIL) programs as required.
- Ensure compliance with regard to confidentiality and ethical practices and ensure privacy is maintained in carrying out day-to-day operations.
- 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 psychosocial or physical health and safety of yourself or others.

## Level 6

In addition to the above:

- High level management of the casual academic recruitment and pay claim process in liaison with course convenors and academic hiring managers.
- Higher level oversight and management of processes relating to ECLIPS updates, student examinations, casual academic payments, timetabling, class management, academic information system updates, the myExperience surveys, and examinations.
- High level administrative support of the Teaching Committee, scheduling and minuting meetings.
- Apply, interpret and proactively advise on policies, systems, manuals, rules, procedures and guidelines relevant to teaching support activities across the School and casual academic engagement including recruitment, onboarding, and timesheeting.

- Coordinate the administration of student prizes and the annual Chemistry Prize Night event liaising with the Teaching Committee, our Donors, Philanthropy, and Prizes and Scholarships units.
- Coordinate a range of complex processes involving cooperation between the School and other administrative units, including Special Consideration, Equitable Learning Provisions, Timetabling, Exams branch, the Nucleus.
- Contribute to a culture of continuous improvement, evaluating existing process, procedures and protocols, to identify opportunities for improvement and implement any approved changes.

## **Skills and Experience**

### Level 5

- A relevant degree or equivalent tertiary qualification and relevant administrative and customer service experience in a tertiary organisation (or equivalent level of knowledge gained through any other combination of education, training and/or experience).
- Highly developed organisational skills including the ability to prioritise, manage complex tasks and projects and meet competing deadlines whilst maintaining accuracy and attention to detail.
- Excellent interpersonal and communication skills with a demonstrated ability to liaise with and clearly convey ideas to a wide range of internal and external stakeholders from diverse backgrounds.
- Demonstrated ability to apply knowledge and experience to analyse and resolve sensitive issues efficiently and effectively.
- Demonstrated ability to apply, interpret, advise on and contribute to the development of policies, systems, manuals, rules, procedures and guidelines.
- Demonstrated commitment to continuous improvement and innovation in administration.
- Experience with providing administrative support to Academic staff.
- Proven ability to work as part of a team while taking initiative and responsibility for own work areas.
- High level of proficiency in standard Microsoft applications and demonstrated ability to learn and implement new systems.
- Strong commitment to confidentiality and privacy.

### Level 6

In addition to the above:

- Ability to work independently with minimal supervision and work productively as part of a team.
- Significant relevant experience in a similar role in a tertiary organisation.
- High level ability to apply knowledge and draw on significant experience to analyse and resolve complex and sensitive issues efficiently and effectively.
- Substantial experience in providing high level and a broad range of teaching administration support and specialist advice to Academic staff, including experience in student management systems.
- Mental Health First Aid certification or a willingness to complete.

- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

**PROGRESSION STATEMENT**

The incumbent will normally be expected to have reached the top step of level 5 prior to progression to level 6. Criteria for progression to level 6 will be based on satisfactory performance of all duties and accountabilities at level 6 and a demonstrated capacity to take on the duties and accountabilities of the position at level 6.

**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.