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POSITION DESCRIPTION

Teaching Support Officer

Faculty/Division	Law & Justice
Classification Level	Professional 6
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	00087561
Shiftwork status	NOT SHIFTWORKER
Allowances	Nil
On call arrangements	Nil
Original document creation	28 August 2024

Position Summary

The Teaching Support Team provides support to all Faculty of Law and Justice academics and teaching fellows in the delivery of undergraduate and postgraduate coursework programs as well as the Faculty's Work Integrated Learning offerings.

Working closely with the Teaching Support Team Lead, the Teaching Support Officer is responsible for providing strong administrative teaching support to key stakeholders to ensure the teaching function and its associated tasks across all three Schools are delivered efficiently and appropriately.

As a key member of the Teaching Support Team, you will have the opportunity to perform/be trained across multiple tasks which are either shared or will alternate periodically. Key areas of support include, but are not limited to, Term Planning and Class Maintenance activities, monitoring enrolments, Work Integrated Learning, assessment planning, exam and results management, casual academic recruitment and CTP, and Course Outlines (ECOS).

The role of Teaching Support Officer reports to the Teaching Support Team Lead and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Deliver consistent, accurate and customer focused advice to solve diverse teaching/education related enquiries.

- Apply, interpret and advise on policies, systems, rules, procedures and guidelines relevant to Teaching Support activities across the faculty.
- Coordinate and administer assessment related processes including examinations, and results processing.
- Provide support for staff in the use of assessment systems. e.g. Astra and Inspira).
- Coordinate and provide administrative support regarding teaching workloads for Academic staff.
- Work collaboratively providing support to the wider team during peak periods.
- Coordinate relevant complex processes that involve cooperation between the schools and other administrative units.
- Support school and program-specific administration needs.
- Monitor, track, and report on task status to ensure time and quality metrics are met
- Provide administrative support to Teaching and Learning Committees and Program Review Committees, as required,
- Contribute to a culture of continuous improvement, evaluating existing process, procedures and protocols, to identify opportunities for improvement and implement any approved changes.
- Align with and actively demonstrate the [Code of Conduct and Values](#)
- 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.

Skills and Experience

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- Excellent written and verbal communication skills, with a high level of attention to detail and the ability to liaise effectively with a range of stakeholders.
- Demonstrated ability to apply knowledge and experience to analyse and resolve complex and sensitive issues efficiently and effectively.
- High proficiency in standard Microsoft applications and demonstrated ability to learn, implement, and promote new systems. Experience using a student management system would be highly regarded.
- Excellent time management skills, 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.
- 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.

Pre-employment checks required for this position

- Verification of qualifications

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.