



## POSITION DESCRIPTION

**Academic Support Office**  
Faculty of Arts

### Teaching and Learning Officer

<b>POSITION NO</b>	0034374
<b>CLASSIFICATION</b>	PSC 5
<b>SALARY</b>	\$68,892 - \$79,130 p.a.
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full-time
<b>BASIS OF EMPLOYMENT</b>	Continuing
<b>OTHER BENEFITS</b>	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
<b>HOW TO APPLY</b>	Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Allison Dutka Tel +61 3 9035 4651 Email <a href="mailto:adutka@unimelb.edu.au">adutka@unimelb.edu.au</a>  <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:  
[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)

## ***Position Summary***

Located in the Faculty of Arts, the Academic Support Office (ASO) supports the development, delivery and quality assurance of teaching and learning activities. The ASO manages essential functions in the following key areas: selection, scholarships, undergraduate, graduate coursework and graduate research programs, student enrichment and eTeaching and eResearch. The role of Academic Programs Officer sits within the Graduate Programs Team in the ASO.

Working across the School of Culture and Communication (SCC) the Teaching and Learning Officer will contribute to the administration of the School's undergraduate, honours and graduate coursework programs. This includes working collaboratively to deliver high quality support in the annual course and subject change process, handbook editing, and results and timetabling activities. The incumbent will maintain a high level of awareness of university policies and procedures, issues and activities relevant to the area of responsibility and will contribute to the development of administrative strategies and systems that will enhance the academic support services. The role also develops and maintains effective working relationships with Faculty-based Academic Support staff, Academic staff, University Services and other key stakeholders.

### ***1. Key Responsibilities***

#### **1.1 PROGRAM ADMINISTRATION**

- ▶ High level administrative support for undergraduate, honours and coursework programs within the School in conjunction with Faculty-based Academic Support staff;
- ▶ Assist with the successful delivery of academic programs support including course and subject changes and handbook editing for the School;
- ▶ Coordinate the allocation of minor thesis supervisors and examiners.

#### **1.2 RELATIONSHIP MANAGEMENT**

- ▶ Work collaboratively within and across functional areas to ensure broader Faculty goals and objectives are being met;
- ▶ Contribute to the effective communication and collaborative working relationships with Faculty-based Academic Support staff and academic staff.

#### **1.3 PLANNING, COORDINATION AND SUPPORT**

- ▶ Manage the successful delivery of teaching and learning support including results processing, production of the timetable, and examination process for the Schools;
- ▶ Manage the interface with University Services in relation to class registration supporting seamless management and advice to students;
- ▶ Provide committee support for the Teaching & Learning and Graduate Studies Committees;
- ▶ Manage and organise School orientation, welcome and induction programs for Honours students in consultation with the Student Programs team;
- ▶ Provide content for relevant Faculty publications and websites to promote the School's academic programs;

- ▶ Undertake ongoing review of processes resulting in continuous improvement and ensuring best practice.

#### 1.4 OH&S

- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Section 5.

## 2. Selection Criteria

### 2.1 ESSENTIAL

- ▶ Tertiary qualifications in a relevant discipline and or equivalent mix of education and relevant experience;
- ▶ Excellent interpersonal skills with an ability to relate positively on an individual basis with a wide range of people from students to senior management;
- ▶ Demonstrated ability to exercise independent and informed judgement in problem-solving;
- ▶ Ability to exercise sensitivity, discretion and confidentiality in interactions with students and academic and general staff at all levels;
- ▶ Demonstrated ability to work independently with the ability to manage one's own time in order to meet deadlines;
- ▶ Demonstrated high-level administrative support to undergraduate, honours and coursework programs;
- ▶ Tangible contribution to the successful delivery of academic programs support including course and subject changes and handbook editing;
- ▶ Excellent oral and written communication skills.

### 2.2 DESIRABLE

- ▶ Experience in the use of University systems including CAPS, Student One and THEMIS;
- ▶ Experience with the University's course and subject changes policies and procedures;
- ▶ Experience in providing committee support including minute taking, preparing papers and communications.

## 3. Job Complexity, Skills, Knowledge

### 3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Teaching and Learning Officer works under broad direction from the Team Leader, Academic Programs SCC and is expected to work independently, showing initiative and confidence in the preparation of documentation and materials with minimal supervision. The incumbent is responsible for prioritising his/her own day to day work and for liaising effectively with key academic and professional staff. The incumbent is also expected to work collaboratively and collegially with other team members and is expected to coordinate business functions that will require some supervision of other members of the team and/or casual staff.

### 3.2 PROBLEM SOLVING AND JUDGEMENT

Individual problem solving skills and the exercise of independent judgement is required in prioritising workloads, working to timelines/tight deadlines and to exercise judgement in prioritising to meet specified timelines and comply with standard practices.

The incumbent is expected to be professional and show maturity and insight in solving problems given the time-critical and collaborative nature of the work they undertake and to exercise discretion in determining what matters require the direct attention of the Team Leader, Academic Programs for resolution.

### 3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent is expected to demonstrate knowledge of the operational needs of the Academic Programs Team, SCC and to apply professional knowledge and skills to assess the best approach to a given task. The incumbent must have a sound understanding of the structure and teaching requirements of the graduate programs, knowledge of the School and key staff involved in the delivery of the programs.

### 3.4 RESOURCE MANAGEMENT

The incumbent is expected to manage budgetary constraints and to investigate and recommend cost-effective strategies where possible.

### 3.5 BREADTH OF THE POSITION

The Teaching and Learning Officer will have a wide range of administrative capability working with complex processes and systems. The incumbent will liaise with a range of staff including professional and academic staff within SCC as well as with the broader university community.

## 4. *Equal Opportunity, Diversity and Inclusion*

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised

as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

## **5. Occupational Health and Safety (OHS)**

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/people/community/responsibilities-of-personnel>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

## **6. Other Information**

### **6.1 ORGANISATION UNIT**

The Academic Support Office works in partnership to support the development, delivery and quality assurance of teaching and learning in the Faculty of Arts, particularly in the following key areas:

- ▶ Selection and Scholarships
- ▶ Undergraduate Programs
- ▶ Graduate Coursework
- ▶ Graduate Research
- ▶ eTeaching/eLearning
- ▶ Student Programs (Enrichment)
- ▶ Tutor Induction

### **6.2 BUDGET DIVISION**

[arts.unimelb.edu.au](http://arts.unimelb.edu.au)

The Faculty of Arts is at the forefront of teaching and research in the languages, humanities and social sciences fields in Australia and in many cases internationally. Founded in 1853, it is one of Australia's oldest and largest faculties with approximately 400 staff and 7000 students - 6000 undergraduates and 1000 postgraduates – engaged in over 900 subjects in more than 40 areas of study. Over 600 international students from more than 50 different countries representing five continents are currently studying towards degrees offered in the Faculty.

As Australia's premier Arts faculty, it aims to provide an exciting, high-quality intellectual environment that will attract the best students and staff across a wide range of disciplines.

The Faculty of Arts maintains strong connections with leading international universities through research collaborations and student exchange programs, and nurtures relationships with government, not-for-profit and private organisations through student internship placements, research projects and community engagement.

As well as housing the Graduate School of Humanities and Social Sciences, the Faculty of Arts also comprises five academic schools:

- ▶ Asia Institute
- ▶ School of Culture and Communication
- ▶ School of Historical and Philosophical Studies
- ▶ School of Languages and Linguistics
- ▶ School of Social and Political Sciences

Our students and staff are supported by business units within the Faculty including:

- ▶ The Office of the Dean and Faculty Executive Director
- ▶ The Academic Support Office
- ▶ The Strategy, Planning and Resources Unit
- ▶ The External Relations Unit
- ▶ The Research Office
- ▶ The Human Resources Office

For more information on the Faculty please see [www.arts.unimelb.edu.au](http://www.arts.unimelb.edu.au)

### 6.3 THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

### 6.4 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. <http://about.unimelb.edu.au/strategy-and-leadership>

The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the

University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs.

<http://research.unimelb.edu.au/our-research/research-at-melbourne>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

- ▶ Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.
- ▶ Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.
- ▶ Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

## 6.5 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <http://www.unimelb.edu.au/governance>