

Position Description



Position title:	Program Support Officer
School/Directorate/VCO:	Academic Services and Support Directorate
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Full-time
Employment mode:	Fixed-term employment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Sharyn Crawford, (Acting) Senior Manager (Academic Programs) Telephone: (03) 5327 6459 Email: s.crawford@federation.edu.au
Recruitment number:	852065

Position summary

The Program Support Officer is responsible for implementing and undertaking complex administrative processes required for program and course development, undertaking accreditation and re-accreditation, and marketing and engagement activities for the Higher Education Institute/s.

Portfolio

Academic Services and Support is a directorate within the Academic portfolio which services the needs of the Academic Institutes and in particular supports the delivery of Academic programs including the administration of work integrated learning.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the university's ambition as expressed in the 2021 - 2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Coordinate the administrative requirements and provide administrative support to program coordinators and designated discipline groups to contribute to the effective and efficient development and delivery of programs within the Institute/s.
2. Coordinate the administrative requirements and provide administrative support for program accreditation and re-accreditation processes.
3. Contribute to the coordination and management of Institute systems such as FDL grades, moodle configuration and website.
4. Contribute to the marketing and engagement activities of the Institute/s by working collaboratively with Marketing Officers to develop and maintain marketing materials; and implementing the administrative requirements for expos, Open Day and other engagement activities. Participate in activities and ensure the provision of factual and accurate advice to prospective students.
5. Work collaboratively with relevant stakeholders within the Institute/s to plan, organise and deliver Institute events, activities and student retention by coordinating and implementing administrative requirements.
6. Act as first point of contact between the Student HQ and Scheduling Services to facilitate open exchange of information to support student experience activities, including ensuring the provision of timely and accurate information, development of the timetable and resolution of issues.
7. Contribute to the preparation of documents for Institute Board, drafting discussion papers, program and course documentation and following up on action items.
8. Work collaboratively with academic and general/professional staff within the Institute/s to ensure the provision of quality customer service to internal and external stakeholders, and the delivery of effective and efficient administrative support as required by the Coordinator, Programs.
9. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
10. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Program Support Officer reports to and receives general direction from the Coordinator, Programs. The position is responsible for delivering administrative processes required for program and course development, accreditation and re-accreditation, and delivery; and marketing and engagement activities for the Institute/s. The position is required to prioritise competing demands while ensuring all administrative processes are completed in accordance with Institute/s and University requirements.

The Program Support Officer is responsible for analysing and solving a range of problems within the Institute/s based on the interpretation and application of relevant Institute/s and University policies, procedures and guidelines. The position is also responsible for applying judgement and making appropriate decisions within established frameworks.

Position and Organisational relationships

The Programs Support Officer reports to the Coordinator, Programs. The position is responsible for maintaining collaborative working relationships with program coordinators within the Institute/s to implement and deliver administrative support for programs. The position is also responsible for supporting other academic staff as well as general/professional staff within the Institute/s.

The Programs Support Officer is responsible for establishing and maintaining working relationships with Student HQ and Scheduling Services to ensure the open exchange of information and resolution of issues.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of:

- a degree without subsequent relevant work experience; or
- completion of an advanced diploma qualification and at least one years subsequent relevant work experience; or
- completion of a diploma qualification and at least two years subsequent relevant work experience; or
- an equivalent combination of relevant experience and/or education/training.

Experience, knowledge and attributes

2. Demonstrated experience in supporting program development, accreditation/re-accreditation and delivery activities in a higher education setting.
3. Demonstrated analytical and problem solving skills, including the ability to monitor administrative and compliance requirements.
4. Demonstrated ability to prepare agendas and minutes, and draft complex documents, including the demonstrated ability to proofread and edit documents.
5. Demonstrated organisational and time management skills, including the ability to prioritise work demands to meet conflicting deadlines.
6. Demonstrated ability to liaise with a diverse range of people and students to deliver quality customer services.
7. Demonstrated ability to work in a multi-functional team environment and contribute positively as an effective team member.
8. Demonstrated interpersonal and communication skills, including the ability to establish collaborative working relationships with a range of stakeholders.
9. Demonstrated knowledge and application of MS Office and the demonstrated ability to maintain accuracy in administrative functions, including data entry.
10. Demonstrated alignment with the University's commitment to child safety.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.

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