

Position description

Position title:	Coordinator, Programs
Faculty and/or School/Section/VCO:	Academic Services & Support Directorate
Campus:	Federation University Australia Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 7 range
Employment mode:	Fixed term appointment
Time fraction:	Full-time
Recruitment number:	849495
Further information from:	Helen Ryan Manager (Program Support & Technical Services) Telephone: 03 5327 9404 E-mail: h.ryan@federation.edu.au
Position description approved by:	Andrew Evans General Manager (Academic)

This position description is agreed to by:

Employee name

Signature

Date

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

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: HR Business Partner

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Position Summary

The Coordinator, Programs is responsible for coordinating the delivery of quality and compliant academic and program administration to support the development and delivery of programs within the faculty. The position is also responsible for contributing to the financial sustainability of the School/s by monitoring, analysing and reporting on course and program data to inform decision-making.

The Coordinator, Programs is responsible for managing the Program Support team to ensure an efficient, effective and cooperative team capable of meeting the School's needs.

The position is required to travel to other campuses and locations.

Key Responsibilities

1. Coordinate the Program Support function by developing, implementing, monitoring and reviewing processes and quality systems, and aligning resources to ensure effective, efficient and compliant program development, accreditation and delivery.
2. Contribute to the financial sustainability of the School/s by monitoring, analysing and reporting on course and program data to inform decision-making and implementing activities to support the faculty's strategic and operational objectives.
3. Work collaboratively with Program Coordinators and Marketing to ensure the effective marketing of programs.
4. Ensure the development of the timetable for all campuses and partner delivery by working collaboratively with central areas, including Scheduling Services and Centre for University Partnerships (CUP), to ensure a quality experience for students and staff.
5. Coordinate the accreditation and reaccreditation process for programs within the School/s by liaising with external bodies and ensure compliance.
6. Coordinate delivery of functions to support efficient and effective student support in relation to the student life cycle. This includes a range of areas, including onshore, offshore, online and flexible delivery of teaching and learning activities.
7. Manage, develop and support staff to achieve objectives. This includes implementing the Performance Review and Development Program and other performance enhancement initiatives.
8. Contribute to the School/s teaching and learning quality improvement activities by coordinating the provision of project and administrative support.
9. Represent the faculty by attending meetings and participating in working groups and projects to contribute to the most efficient and effective delivery of services across the University.
10. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at:
http://federation.edu.au/data/assets/pdf_file/0010/284248/FedUni_StrategicPlan.pdf

11. Undertake the responsibilities of the position adhering to:

- 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 Coordinator, Programs reports to and receives broad direction from the Manager (Program Support & Technical Services). The position is responsible for managing the Program Support team to ensure the efficient and effective service is provided. The position is also responsible for being an active contributor to the delivery of strategic and operational plans of the School/s.

The Coordinator, Programs is responsible for interpreting policies and procedures, and ensuring School/s compliance with these. The position is responsible for developing and implementing processes and systems within the team and leading a culture of continuous improvement and responsive customer service.

The Coordinator, Programs is responsible for solving complex problems within a dynamic environment and advising senior management within the School/s of issues and solutions which require specialist professional knowledge or the adaptation of policies, practices and systems.

Training and Qualifications

- A degree with at least four years subsequent relevant experience; or
- extensive experience and management expertise in administrative fields; or
- an equivalent combination of relevant experience and/or education/training.

Position/Organisational Relationships

The Coordinator, Programs reports to the Manager (Program Support & Technical Services). The position is responsible for managing general/professional staff within the Program Support team and working closely with the Program Coordinators.

The Coordinator, Programs is responsible for developing and maintaining functional relationship with other School/s, and working closely and collaboratively with central areas in the delivery of student experience activities and to contribute to the faculty achieving business and operational objectives.

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:

1. A degree with at least four years subsequent relevant experience; or extensive experience and management expertise in administrative fields; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated management experience and organisational ability in an environment committed to providing a high level of customer service.
3. Demonstrated experience and expertise in the provision of program support and administration with demonstrated knowledge of relevant University policies and procedures across the Higher Education sector.

4. Demonstrated ability to analyse and interpret a range of information relating to academic and program administration support.
5. Demonstrated commitment to continuous improvement and the capacity to document processes and improve work practices.
6. Demonstrated communication skills and the ability to develop professional relationships with people from academic, business and diverse cultural backgrounds.
7. Demonstrated ability to manage and support staff in achieving quality and timely outcomes as well as the ability to work cooperatively as a member of a team.