

## Position Description

### Senior Academic Support Officer

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**Position No:**

**Business Unit:** Provost

**Division:**  
**Department:** School Office

**Classification Level:** HE07

**Employment Type:** Full-Time,Continuing

**Campus Location:**

**Other Benefits:** <http://www.latrobe.edu.au/jobs/working/benefits>

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

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## **Position Context/Purpose**

The Senior Academic Support Officer works in collaboration with the Associate Dean, Learning and Teaching (ADLT) and course and subject coordinators to implement the School's operational learning and teaching workflows. This role provides high level coordination and support as outlined in the service catalogue to ensure the effective delivery of the School's annual learning and teaching objectives. The Senior Academic Support Officer focuses on enabling these objectives without overlapping responsibilities assigned to academic staff, as defined in their position descriptions, ensuring clarity and efficiency in task execution.

The position resides within the School's Professional Services team and will supervise the Academic Support Officer role. The objective of the role is to ensure that students have an exceptional learning experience by coordinating and supporting teaching and learning administrative activities as prioritised by the School.

### **Duties at this level will include:**

- Provide high-level support for academic staff delivering significant administrative services, including the provision of expert advice on procedures, systems and priorities for learning and teaching activities of the School.
- Work collaboratively and in consultation with School academic staff and central service divisions, providing clear, consistent, and accurate learning and teaching administrative expert advice and information.
- Apply theoretical knowledge or management or policy expertise to bring together diverse and sometimes conflicting information to solve new or one off problems, to develop innovative methodologies, to analyse a situation and propose new responses or solutions or to take a leading role in the application of proven techniques involving considerable theoretical and technical sophistication related to learning and teaching administration.
- Perform tasks requiring the application of substantial theoretical and/or professional knowledge and experience to a range of learning and teaching administrative issues and circumstances requiring considerable interpretation in learning and teaching support.
- Manage the Academic Support Officer performing a related set of learning and teaching administrative functions; including the allocation of responsibilities, review of performance, training and development of staff and development or oversight of program procedures, priorities and quality control systems.
- Independently monitor, review and develop learning and teaching related procedures in own functional area and manage administrative support for learning and teaching data collection, analysis, compliance and accreditation.
- Anticipate customer needs/requests, identifying opportunities and facilitating change management in emerging areas of learning and teaching support.
- Responsible for independently monitoring, reviewing and developing procedures in own functional area. Able to cross specialist, organisational or functional boundaries to co-ordinate actions and propose initiatives related to learning and teaching administration.
- Develop proposals or recommendations and provide advice to senior staff on learning and teaching program objectives.
- Conduct various school-based learning and teaching projects and other activities as directed by the Associate Dean, Learning and Teaching and School Senior Manager.

## Essential Criteria

### Skills and knowledge required for the position

- An undergraduate degree in any area relevant to the position with at least 4 years subsequent experience; or extensive experience and management expertise; or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Excellent interpersonal skills, especially the capacity to work collaboratively and cooperatively in teams.
- Proven experience and success in supervising staff and managing staff performance and development.
- Demonstrated skills in research, evaluation or interpretation of data and high level proficiency in computer software packages.
- Demonstrated organisation and problem-solving skills, with the ability to manage several different projects concurrently.
- Ability to apply theoretical knowledge or management or policy expertise to bring together diverse and sometimes conflicting information to solve problems.
- Demonstrated ability to form a detailed knowledge of academic and administrative policies and the interrelationships between a range of policies and activities.
- Demonstrated high level of self-motivation and personal management skills.
- Demonstrated ability to manage multiple stakeholders to achieve stated outcomes.

### Desirable

- Understanding of University learning and teaching systems including Courseloop, LMS, timetabling, etc.

### Capabilities required to be successful in the position

- Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.
- Ability to make sense of data to inform decision making – implementing ideas to improve local practices.
- Ability to align individual and University goals and create a safe, inclusive, high-performing culture – modelling and enabling accountability, connectedness, innovation and care.

### Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

### Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

## Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

## Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

## La Trobe's Cultural Qualities:

### WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

### WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

### WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

### WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

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Initials:                  Date: