

## Position Description

### Academic Support Officer

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**Position No:**

**Business Unit:** Provost

**Division:**

**Department:** School Office

**Classification Level:** HE06

**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 Academic Support Officer works in collaboration with the Associate Dean, Learning and Teaching (ADLT), the Senior Academic Support Officer (where applicable), and course and subject coordinators to implement the School's operational learning and teaching workflows. This role provides support as outlined in the service catalogue to ensure the effective delivery of the School's annual learning and teaching objectives. The 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 the objective of the role is to ensure that students have an exceptional learning experience by supporting teaching and learning administrative activities as prioritised by the School.

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

- Provides high level coordination and support for a range of learning and teaching administration activities and workflows as identified within the functions and activities prioritised for this role by the School.
- Work collaboratively and in consultation with School academic staff and central service divisions, providing clear, consistent, and accurate learning and teaching administrative advice and information.
- Discretion to innovate within own function and take responsibility for outcomes; designs, develops and tests complex systems and procedures.
- Work at this level may require investigating, interpreting, or evaluating information where considerable interpretation of existing learning and teaching related regulations, policies or procedures, compliance and accreditation is required.
- Performs learning and teaching related administrative tasks/assignments which require proficiency in the work area's existing rules, regulations, processes and techniques and how they interact with other related functions, and adapts those procedures and techniques as required to achieve objectives without impacting on other areas.
- Identifies additional learning and teaching related administrative service requirements or service shortfalls and coordinates and/or designs the delivery of innovative solutions to maximise service quality, efficiency and continuity.
- Advises on the analysis and interpretation of learning and teaching related data, identifies trends and tests solutions, sources additional related information where appropriate, and reports on progress, to support the resolution of issues/problems.
- Ensures professional and quality service standards are maintained and applied within own area of activity.
- Provides influential input to learning and teaching related policy or systems development on the basis of expertise in the operational aspects of current systems and their impact.
- Conducts various school-based learning and teaching projects and other activities as directed by the School Senior Manager and the Associate Dean, Learning and Teaching.

## **Essential Criteria**

### **Skills and knowledge required for the position**

- Degree with subsequent relevant experience to consolidate the theories and principles learned, or extensive experience, leading to either the development of specialist expertise or to the development of broad knowledge in an administrative field, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Demonstrated understanding of relevant policies, procedures or systems and interpretation in the application of policy and/or precedent.

- Demonstrated ability to set priorities and monitor workflows within own area of responsibility.
- Demonstrated capacity to organise work effectively and efficiently and deliver outputs in a timely manner.
- Demonstrated ability to work independently, follow established procedures with limited supervision and contribute positively to an effective team.
- High level proficiency in computer software packages including word processing, spreadsheets, databases, electronic mail, and the use of the internet as a research tool.
- Excellent communication and interpersonal skills, with a demonstrated customer service focus and solution orientated approach.
- Proven analytical and problem-solving capability.

#### **Desirable**

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

#### **Capabilities required to be successful in the position**

- Ability to think creatively, explore new ideas and respectfully challenge existing practices to improve current ways of working.
- Ability to implement improvements to local processes.
- Ability to demonstrate self-awareness, see things from another person's perspective and actively seek out and act on feedback to improve knowledge, skills, and behaviour.
- Ability to build a culture of continuous improvement, implementing ideas generated by team members.

#### **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 accountability to comply with all University policies, procedures and legislative or regulatory obligations, including 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 will 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 will 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: