

Position Description

Academic Services Officer

Position Number: 00050486
Position Title: Academic Services Officer
Date Written: March 2020

Faculty / Division: UNSW Law
School / Unit: Education Support
Position Level: 6

ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten-year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition, we are attracting the very best academic and professional staff to play leadership roles in our organisation.

VALUES IN ACTION: OUR UNSW BEHAVIOURS

UNSW recognises the role of employees in driving a high-performance culture. The behavioural expectations for UNSW are below.



Delivers high performance and demonstrates service excellence.



Thinks creatively and develops new ways of working. Initiates and embraces change.



Works effectively within and across teams. Builds relationships with internal and external stakeholders to deliver on outcomes.



Values individual differences and contributions of all people and promotes inclusion.



Treats others with dignity and empathy. Communicates with integrity and openness.

OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

Ranked 14th in the world, UNSW Law is Australia's leader in progressive and rigorous legal education and research. Inspired by principles of justice, UNSW Law through its teaching, research and community outreach, promotes a holistic understanding of law and its role in society.

UNSW Law includes more than 90 academics, many of whom are leaders in their areas of research interest. Our research is organised around a range of centres and disciplinary clusters. The Faculty's research ranges from traditional doctrinal study to interdisciplinary, empirical and theoretical work. A common theme is the engagement with law outside the University, through policy and law reform and collaboration with practitioners of all kinds. UNSW Law is supported by 60 professional and technical staff who provide management and support in teaching, research, finance and student administration.

The Academic Services Officer is responsible for all administrative aspects of UNSW Law's extensive Experiential Learning program as well as providing other academic services support. This involves handling enquiries, application processes, placements, liaison with host organisations (internal and external to UNSW) and with the Director of Experiential Learning. The role also involves maintaining the School's program and course records and undertaking other education support related tasks.

The Academic Services Officer reports to the Academic Services Team Lead with a dotted line to the Director of Experiential Learning and has nil direct reports.

RESPONSIBILITIES

- Responsible for the assessment and placement of undergraduate, Juris Doctor and postgraduate law students in Experiential Learning courses organisations both internal and external to UNSW
- Maintain the Law In Action website and organise promotional events
- First point of contact for students and host organisations regarding Experiential Learning opportunities
- Liaise with UNSW Law Centres offering internal internships and with other host organisations regarding external internships
- Assist the Director of Experiential Learning in the development/review of policies and procedures related to Experiential Learning including guidelines for supervisors
- Prepare statistics and reports on student participation in Experiential Learning
- Maintain the Law School's records in relation to courses and programs and ensure they are accurate
- Support the Director of Learning and Teaching with course revisions and other education administration as required
- Assist as required to support Academic Services Team Lead
- Cooperate with all health and safety policies and procedures of the University and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others

SELECTION CRITERIA

- Degree qualified with experience working in administration preferably in an educational setting or equivalent level of knowledge gained through training or experience
- Demonstrated experience in and a proven commitment to customer service and problem solving
- Excellent interpersonal and communication skills and the ability to liaise and negotiate effectively with a diverse range of people and organisations
- Demonstrated ability to work accurately and with attention to detail
- Excellent organisational skills and demonstrated ability to work productively both independently and within a team
- Demonstrated experience with university course and program management systems and ability to interpret and implement related policies and procedures
- Ability and capacity to implement required UNSW health and safety policies and procedures

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.