|  |  |
| --- | --- |
| ANU_LOGO_mono black_FA.jpg | Position Description |

|  |  |
| --- | --- |
| **College/Division:** | ANU College of Asia and the Pacific |
| **Faculty/School/Centre:**  | School of Culture, History and Language |
| **Position Title:**  | Business Support Officer – Education & Outreach |
| **Classification:** | ANU Officer 5 (Administration) |
| **Position No:** | TBC |
| **Responsible to:** | Outreach and Communications Coordinator |
| **Number of positions that report to this role:** | None |
| **Delegation(s) Assigned:** | None |

|  |
| --- |
| **PURPOSE STATEMENT**The ANU College of Asia and the Pacific (CAP) leads intellectual engagement with the Asia-Pacific region through research, teaching and contributions to public debate, and seeks to set the international standard for scholarship concerning the region. The School of Culture, History and Language is a dynamic and diverse community of scholars and professional staff. Effective administration and service excellence is a vital component of the School’s work in providing the highest quality education experience to its students, in supporting its academic staff, and ensuring the continuing operational excellence of the School.The Business Support Officer – Education and Outreach provides general organisational and administrative support, contributing to the efficient coordination of the education and outreach activities of the School through liaising with staff and students and providing advice and assistance on a wide range of education administration, outreach and communications matters.**KEY ACCOUNTABILITY AREAS****Position Dimension & Relationships:** The Business Support Officer – Education and Outreach reports to the Outreach and Communications Coordinator and is responsive to the Senior Education Support Officer. They will undertake a broad range of administrative tasks relating to education and outreach activities of the School, providing support to a variety of School stakeholders, including staff, students and visitors. They will work in partnership with School administration team members and with colleagues in the College and Central University Services. **Role Statement:**Under general direction, the Business Support Officer – Education and Outreach will:1. Provide high level administrative support, liaising with staff, students and visitors to ensure the efficient and effective delivery of student and education services, including timetabling, student assessment, coordination of sessional academic staff and collection and entry of the School’s academic publications into the relevant University systems.
2. Provide organisational and administrative support with the outreach and event program within the School, in particular the coordination of research seminars, workshops, conferences, alumni and other events.
3. Assist in the preparation and coordination of promotional materials for outreach activities, including content and formatting in compliance with ANU marketing guidelines, liaising as necessary with the College and University Marketing Offices.
4. Assist the College Marketing and Communications team with events and undertake tasks related to the planning and delivery of student recruitment objectives.
5. Provide professional administrative support and coordination with updating the School’s website, including collating and updating content, formatting and uploading.
6. Assist with the production of multimedia content for publication on the School website and for use in marketing campaigns and coordinate the recording of events, as required, ensuring recordings are available through the appropriate online web portals.
7. Comply with all ANU policies and procedures, in particular those relating to work health and safety and equal opportunity.
8. Perform other duties as directed, consistent with the classification level of the position and in line with the principle of multi-skilling.
 |

|  |
| --- |
| **SELECTION CRITERIA**1. Demonstrated relevant experience in an administrative role in a complex environment. Relevant qualifications will be highly regarded, as will experience in student administration, events or marketing.
2. Excellent written, verbal and interpersonal communication skills including the ability to write with confidence on a range of topics; creativity in developing marketing materials and confidence in presenting to a range of audiences.
3. Demonstrated high level customer service skills and an ability to consult and liaise effectively with a range of stakeholders in a culturally diverse environment.
4. Proven organisational skills and attention to detail, with a demonstrated ability to prioritise own workload and to work effectively both independently and as part of a team, meeting competing deadlines and delivering high-quality outcomes.
5. Proficiency using the MsOffice suite and experience with online data management platforms. Experience with website maintenance would be highly regarded.
6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.
 |
| **Delegate Signature:** |  | **Date:** | September 2016 |
| Printed Name: |  | **Position:** |  |

|  |
| --- |
| **References:** |
| [General Staff Classification Descriptors](http://hr.anu.edu.au/employment-at-anu/enterprise-agreement/2010-2012/schedule-5-general-staff-classification-descriptiors) |