

Team Leader, Program Delivery and Assessment - Paramedicine

College/Division	College of Health and Medicine
School/Section	School of Medicine (Paramedicine)
Location	Sydney
Classification	HEO5
Reporting line	Reports to Operations Manager NSW Campuses
Date	January 2021

Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social and cultural future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a people-centred University that is values-based, relational, diverse, and development-focused.

The Team leader, Program Delivery and Assessment position is based in the [School of Medicine](#) which is part of the [College of Health and Medicine](#).

The Professional team across the School campuses incorporates a wide range of administrative and support service functions, including operating online and face to face, and contributes to a client focused service model providing quality reception, information, advice and support services. The incumbent will need to build strong professional relationships with academics to deliver outcomes supporting learning and teaching.

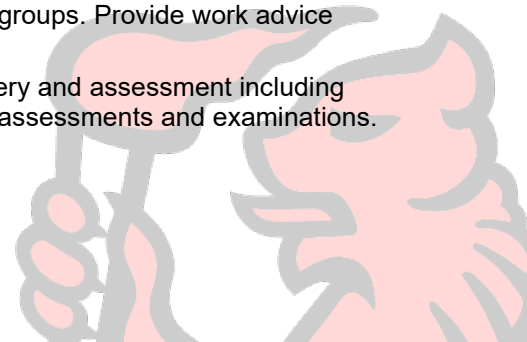
The position has key responsibilities for high level administrative support to staff and students of the School of Medicine (Paramedicine) and School of Health Sciences; supervision of administrative staff to deliver services to agreed timelines and standards, and ensuring efficiency across the School administrative groups; supporting the key activities of course program delivery and assessment, including course and unit administration, timetabling, assessments and examinations; delivery of a high-quality reception and first-tier student services to enhance the student lifecycle experience.

The position is based at the Rozelle campus with travel to the Darlinghurst campus as required. The position contributes to the delivery of the Schools strategic and operational plans and plays a key role in the delivery of a quality client service to enhance the staff and student experience.

We are an inclusive workplace committed to ‘working from the strength that diversity brings’ reflected in our Statement of Values. We are dedicated to attracting, retaining and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age and life course bring. Applications are encouraged from all sectors of the community. Tell us how we can make this job work for you.

What You'll Do

- Provide high level administrative support and service to staff and students at the School of Medicine (Paramedicine), School of Health Sciences and more widely to the College of Health and Medicine.
- Supervise administrative staff to deliver services according to agreed timelines and standards. Work collaboratively with senior staff to establish priorities and allocate work for optimal efficiency across the School of Medicine and School of Health Sciences administrative groups. Provide work advice and trouble-shoot any problems with the team as they arise.
- Provide support and coordinate key activities of course program delivery and assessment including course and unit administration, timetabling, upload of MyLO material, assessments and examinations.



- Ensure tasks are completed in adherence to University and School policy, procedure and protocols. Support a continuous improvement culture by proactive review of service deliverables, ensure Program Delivery Assessment and administrative procedures are documented and regularly updated, and collaborate with relevant staff to achieve consistency and efficiency across campuses.
- Advise staff, students and the public on student administration and course-related policies and procedures, providing the highest quality customer service and ensuring information is up to date.
- Utilise University systems to assist with enrolment queries, obtain student records, class lists and access data contained within the system to provide reports and advice.
- Utilise University room booking systems including liaison with appropriate stakeholders to assist with the preparation of timetables and allocation of students to tutorial groups.
- In consultation with the PEP Coordinator, provide assistance with student placement coordination including processing and record management of compliance documentation, in line with established University of Tasmania and NSW Health policy and procedures.
- Use of word processing, spreadsheet, database, publishing tools, email and internet, for preparation of correspondence, reports, minutes, expense records, instructional manuals and communications to ensure administrative operations are effective and efficient.
- Assist in preparation and support of special purpose events and meetings including community engagement activities, Open Day, Orientation, Graduation, field trips and professional development workshops.
- Undertake other duties as assigned by the supervisor.

What We're Looking For (success criteria)

- Completion of a Bachelor degree with relevant work related experience or an equivalent combination of relevant experience and/or education/training
- Extensive administrative experience and the ability to take responsibility for initiating, managing and evaluating administrative processes and projects to support staff and the smooth running of the work environment and its programs.
- Highly-developed organisational skills and the ability to meet tight deadlines, work under pressure, prioritise and perform tasks with accuracy and attention to detail, in a changing work environment.
- Excellent communication skills (written, oral and interpersonal) and demonstrated ability to interact and communicate effectively and professionally with staff, students, members of the public, professional bodies and stakeholders across a range of levels
- High level competency in the use of a range of computer software applications, including word processing, spreadsheet, database, presentation software, email and the internet as a resource.
- Well-developed ability to focus on and understand client needs together with a track record of exceptional customer service.
- Demonstrated leadership skills and the ability to work effectively in a team. Ability to mentor and motivate others to work efficiently, effectively and cooperatively, meeting tight deadlines within a complex organisation with competing demands.

Other position requirements

- Experience in a University or Tertiary Environment
- Experience in a Team Leader or Supervisory position

University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice

The intention of this position description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties above may be altered in accordance with the changing requirements of the position.



that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

More information:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/careers/our-people-values-and-behaviours>

