

## POSITION DESCRIPTION

# Education support officer

Position Level

6

Faculty/Division

Business

Position Number

*ADMIN ONLY*

Original document creation

*xx /xx/ xx ADMIN ONLY*

### Position Summary

An **Education Support Officer** plays a key role within the Business School in assisting with the ongoing development, delivery and support of digitally enabled learning, teaching and assessment programs across the Faculty.

The role will work closely with course convenors, academic teaching and professional staff and the teams within the Education Portfolio to support the quality development and delivery of undergraduate and postgraduate programs and courses.

The role of Education Support Officer reports to the Manager, Education Delivery and Support, supporting the Senior Deputy Dean (Education and Student Experience).

### Accountabilities

Specific accountabilities for this role include:

- Contribute to the creation of education support plans that set priorities and identify resource implications; provide support for initiatives that are identified as a priority within these plans.
- Assist in the delivery and support of digitally enabled course curriculum, working in partnership with other Business School teams to develop, deliver and maintain relevant and current resources (e.g. online toolkits and guides) for academic and professional staff.
- Deliver consistent, accurate and customer focused advice to solve diverse teaching/education related enquiries, referring to UNSW policy and procedures as required.
- Proactively support and provide guidance to academic and professional staff in using a range of educational technology solutions, and other systems relating to digitally enabled learning and teaching. This may include one-on-one instruction or group workshops.

- Work collaboratively as part of a wider team on the development and delivery of assigned projects relating to learning and teaching at the Business School, including the support of learning activities, assessments, and learning environments.
- Manage, support and troubleshoot technical issues for the learning management system and other learning platforms supported by the Business School.
- Support the implementation and evaluation of learning, teaching and assessment programs within the Education Portfolio.
- Respond to requests from academic and professional staff within the Education Portfolio and across Schools and provide proactive advice and solution-focused action in a timely and accurate manner.
- Support continuous improvement through proactively identifying areas for development, supporting the outcomes of the Education Portfolio team.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- 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.

## **Skills and Experience**

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- Demonstrated ability to support and provide consultation for educational technologies.
- Ability to develop and implement practical and sustainable solutions in a high-pressure support environment, particularly in response to user support requests.
- Demonstrated experience contributing to the design and delivery of high-quality training programs and resources to academic and professional staff, with a customer focused approach.
- Excellent written and verbal communication skills, with a high level of attention to detail and the ability to liaise effectively with a range of stakeholders.
- Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

### **About this document**

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.

