

Position Description – Education Resources Officer

Updated 1 November 2024

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Student Administration Services
Supervisor	College Manager, Student Administration Services
Classification	Higher Education Officer Level 5
Employment Type	Continuing, Full-time

POSITION SUMMARY
<p>Working under general direction and as part of a university wide Student Administration Services team, the Education Resources Officer provides planning, scheduling and operational support in relation to education resources at a College level.</p> <p>The role contributes to the ongoing development and delivery of the University academic timetable in accordance with established principles. This involves data collection, data entry, analysis and management of timetabling data and resolution of timetabling changes. It also includes proactively monitoring and supporting Class Management activities, supporting processes relating to the engagement of academic staff, as well as participating in regular audits and inspections of university teaching spaces.</p> <p>The role works as part of a highly skilled team to provide support services for all campuses which are compliant with the priorities, principles and objectives underlying the University's allocation of learning and teaching space, and assists with the ongoing review of business processes and systems for enhanced innovative business practices across a range of student and education activities.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the code of conduct and are expected to:</p> <ul style="list-style-type: none"> demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred; contribute to the efficient and effective functioning of the team or work unit in order to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor; promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; perform their responsibilities in a manner that reflects and responds to continuous improvement; and familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p> <p><i>SA: Staff working in a health care setting are <u>strongly recommended</u> to be fully vaccinated against COVID-19 in line with the SA Health policy.</i></p> <p><i>NT: Staff working in a health care setting <u>are required</u> to be fully vaccinated against COVID-19 in line with the NT Health policy.</i></p>

KEY POSITION RESPONSIBILITIES

The Education Resources Officer is accountable for:

1. Developing and maintaining effective stakeholder relationships with Teaching and Professional staff and provide high quality customer service for information, interpretation of policies and procedures and advice on class timetabling, class management and information regarding bookings for central teaching rooms within the University.
2. Undertaking the annual timetabling data collection process and provide support for Teaching staff in the provision of this data in accordance with University deadlines. Work with individual staff members across Colleges to improve timetabling approaches to increase efficiencies and outcomes for students.
3. Assisting with the maintenance of the Clash Free Pathways required to support the optimised University timetable. Maintaining Topic and Topic Availability data in the student system along with the management and maintenance of Topic Coordinators and Teaching teams.
4. Assisting with processing the ongoing changes of the University academic timetable to ensure the accuracy of the timetable at all times in relation to policies and procedures.
5. Contributing to all Class Management activities including the monitoring of waitlists, provision of reports, process special circumstances requests and resolve student class registration issues. Ensuring students are informed on how to improve student benefits from their timetable, through information, familiarisation material and communications.
6. Providing detailed timetabling reports from draft to publication and support teaching staff and the University in maintaining a high level of accuracy to minimise late changes to the teaching timetable. Working collaboratively with College staff providing specialist enrolment and course advice in matters related to study plans, course information, transition planning and student advice.
7. Assisting in the regular audit and inspection of centrally-controlled teaching spaces to ensure that teaching rooms are appropriately equipped and operational and to ensure remedial action is taken in a timely manner.
8. Coordinating the planning, recruitment and administration processes relating to the engagement of casual teaching staff (including Transnational Education, if applicable).
9. Assisting in the support of the Timetable User Group (or equivalent) and activities associated with the Group, and participating in user acceptance and regression testing of the University's timetable system as required.
10. Actively promoting collaboration and information exchange and contribute to a quality client service culture where all team members provide a consistently high standard of service to students and staff. Maintaining positive and professional networks and liaise with University colleagues, Government and other external agencies as required.
11. Contributing to ongoing improvements of business processes and operational goals including reviews and the development of procedures, processes, training packages and support tools.
12. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a degree or equivalent combination of relevant experience and/or education/training.
- Demonstrated understanding or experience in scheduling, timetabling or class management in an education environment or equivalent.
- Effective communication, customer service and interpersonal skills, with the ability to develop, maintain and enhance relationships with students, staff and other stakeholders through constructive and collaborative interaction in order to achieve successful outcomes.
- High level of organisational, time and workload management skills, including ability to prioritise workload to meet strict deadlines.
- Demonstrated problem solving skills with the ability to deliver solutions.
- Ability to work independently, accurately and with close attention to detail and use initiative, judgement and assume responsibility for tasks and projects.
- Ability to work in a team environment and assist in achieving strategic outcomes.
- Highly competent computing skills including the use of the Microsoft Office suite of programs.
- High level of written and verbal skills, including the ability to produce written information, reports, correspondence and presentations for a range of audiences.
- Demonstrated commitment to continuous business process improvement including an understanding of the methods for evaluating business systems, processes and procedures and generating solutions.
- Knowledge of higher education administrative business processes and an understanding of relevant policies and procedures.