

Position Description – *Program Delivery and Operations Officer*

Updated 15/10/2024

POSITION DETAILS	
Portfolio	Deputy Vice Chancellor (Students)
Organisational Unit	Curriculum Impact – Entrepreneurial Development & Growth
Supervisor (Title)	Team Leader: Program Delivery and Operations
Classification	Higher Education Officer Level 5
Employment Type	Fixed-term, full-time

POSITION SUMMARY
<p>Under the general direction of the Team Leader: Program Delivery and Operations, the Program Delivery and Operations Officer coordinates the effective end to end delivery of the Entrepreneurial Development and Growth's training programs and experiential activities, aligned with Flinders University's Curriculum Impact strategy.</p> <p>This position is responsible for delivering high quality, professional program support, liaising with internal and external stakeholders associated with the development and delivery of the group's new or repeated programs, creating and maintaining work processes, coordinating promotion with the internal engagement group, assisting in the further development of current and new co & in-curricular programs and activities, and data coordination and oversight of program participants and business operations.</p> <p>The Program Delivery and Operations Officer will contribute positively to an inclusive and innovative team culture, supporting continuous improvement within the group's experiential and program initiatives with the Curriculum Impact portfolio and working collaboratively to achieve strategic goals.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's 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 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 which 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>

KEY POSITION RESPONSIBILITIES

The Program Delivery and Operations Officer is accountable for:

1. Coordinating and executing the effective delivery of the Entrepreneurial Development & Growth group's training programs and experiential activities, including liaising with trainers and the engagement team in the development and delivery of workshops and events, to maximise participant engagement.
2. Delivering high-quality, timely and accurate customer service and operational support to internal and external stakeholders associated with the development and delivery of the group's programs, including participant and trainer or facilitator liaison.
3. Contributing to the project management and effective operations delivery of the variety of innovation and entrepreneurial programs, including working with stakeholders across the university regarding the administration for new or repeated programs, timetabling, scheduling, facilities bookings, IT, teaching and learning support, invoicing and payments, financial information, and if required, travel arrangements.
4. Maintaining the University's tools, systems and information up to date to reflect the Entrepreneurial Development and Growth program offerings and ensuring availability of physical or digital training resources, including data management of program participants and business operations.
5. Creating and maintaining recorded, accessible work processes, information, and key performance indicators (KPIs), and preparing insightful reports that assist in identifying areas for improvement and streamline processes to enhance efficiency and overall program effectiveness.
6. Collaborating with the Team Leader and other staff members to implement new initiatives, ensuring they align with broader team objectives, and supporting continuous innovation in program delivery and operations.
7. Undertaking some evening and weekend work may be required.
8. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a degree in a relevant area, or an equivalent combination of experience and/or education and/or training in program coordination and/or project operations.
- Experience in contributing to the operational delivery of programs and/or projects.
- Strong digital literacy and a familiarity with business applications, project management tools and/or online learning tools.
- Effective to well-developed organisational and administrative skills, including an ability to identify priorities, meet deadlines and manage a varied workload in a busy environment.
- Demonstrated ability to communicate and liaise effectively with a diverse range of stakeholders together with excellent customer service and interpersonal skills.
- Interest in creative and innovative thinking, with a curiosity about future trends and emerging industries (*desirable*).
- Experience working with a diversity of higher education students (*highly desirable*), or general knowledge of university or other higher educational environments (*desirable*).