

Position Description – Work Integrated Learning Support Officer

Updated 31/1/2024

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Curriculum Impact
Supervisor	Work Integrated Learning Team Leader
Classification	Higher Education Officer Level 5
Employment Type	Fixed-term, part-time

POSITION SUMMARY
<p>Working under general direction, the Work Integrated Learning (WIL) Support Officer is responsible for providing a range of operational support services for the College's WIL programs.</p> <p>The position will deliver a suite of high-quality student-centred services including the administration and support of students and liaison with host organisations to promote and secure placements, whilst maintaining accurate records.</p> <p>The incumbent will engage positively with their immediate team, and across the broader WIL Support and Graduate Career Readiness Team, to contribute to the creation of an inclusive culture with a focus on innovation and continuous improvement.</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> <p><i>An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University COVID-19 Vaccination Policy (2022). If required, any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption, where relevant.</i></p>

KEY POSITION RESPONSIBILITIES

The Work Integrated Learning Support Officer is accountable for:

1. Providing a range of operational and administrative services to support the university's WIL programs, including global WIL, with a key focus on ensuring all pre-placement requirements are met.
2. Accurately and effectively using of the university's Placement Management System, and other technologies, in accordance with university policies, procedures and processes, including maintaining and extracting data and reports.
3. Providing timely, accurate and high-quality support to students regarding pre-placement and WIL experience requirements as appropriate to their discipline, including assisting with the organisation and delivery of WIL information sessions and up-to-date and informative online resources in accordance with policy and procedures.
4. Maintaining positive relationships with host organisations to enable all students to have access to suitable and safe WIL experiences, ensuring a signed WIL Letter of Agreement is in place.
5. Collaborating with relevant academics in Colleges regarding the resolution of issues relating to WIL, and the continuous improvement of WIL through assisting in the monitoring and evaluation of WIL.
6. Collaborating with University stakeholders to provide a coordinated and professional service for students and industry, including responding to sensitive and urgent issues relating to WIL preparation and participation.
7. Contributing to the continuous improvement of policies and procedures, and the documentation of WIL processes.
8. Contributing to the development and maintenance of a positive and inclusive team culture, both within their immediate team, and across the broader Curriculum Impact Team.
9. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Relevant tertiary qualifications, or equivalent combination of experience and/or education and/or training.
- Effective to well-developed organisational and administrative skills with demonstrated ability to determine work priorities and effective work methods to meet deadlines within a dynamic work environment.
- Demonstrated effective to high-level customer service skills and a proven results orientated focus.
- Demonstrated attention to detail and effective to well-developed data entry, communication and reporting skills, including the ability to use the university's Placement Management System and other technologies.
- Effective to well-developed written and oral communication and interpersonal skills, with a demonstrated ability to establish positive relationships and work collaboratively with a diverse range of people including students, academic staff, professional staff and external organisations.
- Demonstrated ability to work independently, exercise initiative and sound judgment to solve problems and make decisions.
- Experience in applying a continuous improvement approach to the development and review of shared work processes and adhering to a framework of established policies and procedures.
- Routine to general knowledge of WIL within the higher education sector, including an understanding of the importance and influence of regulation and accreditation requirements.