

Position Title	Academic Support Officer (ASO)
Group/Portfolio	Griffith Health
Classification	HEW Level 5
Position Number	00059271
Reports To	Team Leader (Academic and Program Services)
Employment Type	Continuing

1.0 Position Purpose

The Academic Support Officer is responsible for providing administrative support, within a designated Program cluster, to ensure effective academic

planning and administration of matters relating to course management. Working in collaboration with the Program Support Officer(s), the Academic Support

Officer manages and undertakes processes in providing administrative course support to Course Convenors and teaching staff, Program Directors, Deputy Heads of School (Learning and Teaching), and the Dean (Learning and Teaching). The role contributes to business improvement initiatives and work practice changes in support of innovative and responsive academic administration.

2.0 Eligibility Requirements

- The occupant of this position will hold an Associate Diploma with at least 2 years relevant experience, or an equivalent combination of relevant work experience and/or education/training.

3.0 Key Responsibilities

- Coordinate and manage the administrative processes relating to the development of courses, managing course catalogue entries, supporting course convenors with course profile generation and review and ensuring the accurate and timely provision of course information.
- Support committees as required, through the provision of administrative support, policy advice and follow-up actions to ensure the communication and/or implementation of committee decisions.
- Develop and apply knowledge of relevant policies, practices and standards, including remaining current with amendments, to ensure the provision of accurate support and compliant outcomes.
- Support processes relating to program and course review, including assisting with data collection relating to course evaluation and improvement (e.g., grade trends, course level statistics, course enhancement strategies).

- Support assessment, including administrative support for Course Convenors on grade management and associated processes; EXT matters, including reasonable adjustments for students registered with Disability and Accessibility; and managing examination processes for Honours and coursework postgraduate dissertations.
- Support Course Convenors with enrolment matters, including confirming enrolment for professional registration, timetabling, and class management.
- Contribute to student recruitment, orientation, and engagement activities, including orientation and marketing activities.
- Where relevant, coordinate and manage School prizes/scholarships and awards.
- Under the direction of the Team Leaders (Academic and Program Services), develop and implement service innovations that arise from policy changes or technology enhancements.
- This position may be required to take on other responsibilities, commensurate with the expectations of a role at this level, which contribute to the overall objectives of the work unit.
- Support compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same. procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act, and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).