

Position Title	Academic Support Officer
Group/Portfolio	Griffith Business School / GBS Dean (Learning and Teaching)
Classification	HEW 5
Position Number	00059297 - Academic Support Officer
Reports To	00050847 - Executive Officer
Employment Type	Full-Time

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 undertake processes in providing administrative course support to Deputy Heads of School (Learning and Teaching), Program Directors and Advisors, Course Convenors and academic staff. 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 will possess relevant tertiary qualifications and subsequent work experience or an equivalent combination of relevant experience and/or education and training.

3.0 Key Responsibilities

- Provide expert administrative support for program and course development, review and renewal (including online and transnational programs) and including, where relevant, professional accreditation processes.
- Coordinate and manage the processes relating to the development and planning of courses, in particular, managing course catalogue entries, supporting course convenors with course profile generation and review, ensuring the accurate and timely provision of course information and providing support in the allocation of convenors and course moderators.
- Support School committees, associated sub-committees, Assessment Boards 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, as amended from time to time, to ensure the provision of accurate support and compliant outcomes.
- Support processes relating to program and course review (including online programs), including assisting with data collection relating to course evaluation and improvement (eg. grade trends, course level statistics, course enhancement strategies).
- Undertake a range of administrative tasks which may include: supporting

Course Convenors in EXT matters; managing examination processes for Honours and coursework postgraduate dissertations; confirming enrolment for professional registration, where relevant; and coordinating and managing School prizes/scholarships and awards.

- In collaboration with other relevant staff across the University, support program based retention activities in conjunction with the Program Support Officer and Program Directors contributing to targeted retention activities at a Program or School level, including assisting with data collection relating to retention activities (e.g. participation with programs designed to facilitate student success).
- Coordinate and support program based assessment processes, where this activity is not undertaken centrally.
- In collaboration with the Group's Marketing and Communications team, contribute to student recruitment activities and to the Group's/Programs' profile, through participating in student events, for example, orientation and contributing to the content of marketing material.
- Support liaison with Disability Services in relation to reasonable adjustment for students.
- In collaboration with the Program Support Officer, the School Manager/ Manager, Group Program Services, Student Administration and Academic Services, develop and implement service innovations that arise from policy changes or technology enhancements.
- 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.
- Maintain compliance with relevant legislation and University policies and 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](#).