

Position Title	Program Support Officer (PSO)
Group/Portfolio	Health
Classification	HEW6
Position Number	00059240
Reports To	Team Leader, Academic and Program Services
Employment Type	Continuing

1.0 Position Purpose

The Program Support Officer is responsible for providing and coordinating program administration support within a designated Program cluster. The role will provide expert administrative support to the Deputy Head of School (Learning and Teaching) or equivalent, and to Program Directors for program development, review and renewal, making a key contribution to the effective delivery of programs in accordance with University policies and procedures.

The role contributes to student engagement and retention through the use of learning analytics in the provision of advice to Program Director/s, Course Convenors and central support services and enables high quality student service by providing expert responses to more complex program enquiries, consistent with University policies. The Program Support Officer 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.

3.0 Key Responsibilities

Program Management and Review

- Provide expert administrative support for program development, review and renewal (including online programs) and including, where relevant, professional accreditation processes.
- Provide high level support for the Deputy Heads of School (Learning and Teaching) and Program Directors in the preparation and submission of Program documentation in collaboration with the Program Business Partner, Health, and other key Student Life stakeholders, compliant with University policy and governance requirements.
- Provide support to Program Directors in analysing the consequences of any program change, liaising with the relevant Program Business Partner,

Health, and other key Student Life stakeholders, in monitoring implementation of approved changes, as well as ensuring the accuracy of updated Program information.

- Support the Program Director in processes related to Program review, including benchmarking, curriculum renewal and reaccreditation, and the generation of Program related data on student program profile and retention.
- Provide secretarial and policy support and advice for Industry Advisory Boards or equivalent.
- Develop and apply knowledge of relevant current policies, practices and standards, as amended from time to time, to ensure the provision of accurate support and compliant outcomes.

Student Engagement and Retention

- In collaboration with other relevant staff across the University, monitor student engagement, retention, learning and course analytics and provide advice to Program Directors, Course Convenors, First Year Co-ordinators and central support services related to students at risk and early intervention strategies.
- In collaboration with the Academic Support Officer, ensure appropriate course based targeted retention activities are in place to support retention at the program level.
- Support the development of activities which focus on student engagement and support that span the transition in - transition through - transition out phases of the student lifecycle (including development of orientation / peer mentor programs / employability / graduation / industry and alumni engagement).
- Support Program Directors and Program Advisors in the provision of more complex Program specific advice on student matters escalated by Student Connect, including Honours and postgraduate degree (coursework) student matters; and advising on academic plan/course selection on how to meet the degree requirements for the purpose of graduation and/or professional registration.

Other

- Maintain positive and collaborative working relationships with key academic clients, the PSO and ASO networks and with internal stakeholders (Student Life, Office of Marketing and Communications, Centre for Collaborative Educational Excellence, Library and Learning Services) to ensure effective and timely Program administration and to deliver an excellent program experience.
- Work collaboratively to facilitate the sharing of program knowledge and continuous improvement through identifying and implementing initiatives to improve communication and the quality, consistency and efficiency of academic service delivery.

- 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 Group.
- 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](#).