

POSITION DESCRIPTION



Teaching Operations Support Officer

POSITION DETAILS

Position Title	Teaching Operations Support Officer
Classification	Level 6
Position Number	Various
School/Office	Faculty
Division	Provost

POSITION PURPOSE

This position provides academic and administrative support for learning and teaching activities across designated schools and disciplines. It employs data analysis to ensure effective coordination of timetabling, resource allocation, and classroom support, while managing the casual staffing pool and contributing to budget tracking and the Casual Employment Administration (CEA) process. The role also supports workload planning, academic allocation, and curriculum coordination, contributing to the delivery of high-quality learning experiences and operational efficiency.

This role forms part of the broader professional staff Faculty team, and as such may be required to collaborate and support across multiple schools, and other teams within the Faculty as needed.

KEY ACCOUNTABILITIES

1. Advice on related policy and process related to teaching support and coordinate academic and administrative support services, including learning management system and assessment setup, and results processing, to ensure effective delivery of learning and teaching activities.
2. Manage timetabling and resource allocation across designated schools and disciplines to optimise classroom utilisation.
3. Coordinate classroom support operations, ensuring timely setup and resolution of logistical issues.
4. Support the Casual Employment Administration (CEA) process including allocation, rostering, and tracking of hours, ensuring compliance and timely processing.
5. Monitor and report on budget allocations related to casual staffing and teaching support.
6. Manage academic workload allocations for each semester, ensuring alignment with curriculum requirements.
7. Monitor, analyse and report on workload data, to inform decision-making and resource

- planning.
8. Liaise with embedded curriculum support staff and the central Learning & Teaching Team to ensure coordinated delivery of academic services and provide operational support for the Academic Development Program.
 9. Undertake other associated duties (commensurate with the level of this position) as reasonably required from time to time.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Tertiary qualification in Education, Business, or a related field.
- Demonstrated experience in academic administration or learning support services.
- Strong organisational and coordination skills, with attention to detail.
- Ability to manage competing priorities and meet deadlines.
- Proficiency in timetabling systems, learning management system, and Microsoft 365.
- Knowledge of budget tracking, workload planning and data analysis.

KEY RELATIONSHIPS

- **This position reports to:** Student and Learning Support Manager
- **This position supervises:** Nil
- **Key internal relationships:** Faculty/School Operations Teams, Deans, Faculty Associate Deans, School Directors, Heads of Discipline, Program Leads, Academics, Divisional Teams, HR and Finance
- **Key external relationships:** Regulatory bodies, vendors, and service providers (as relevant)

CHALLENGES

- Balancing resource allocation across multiple disciplines with varying needs.
- Ensuring compliance with CEA and budgetary constraints.
- Responding to last-minute changes in timetabling and staffing.
- Maintaining service quality during peak teaching periods.
- Coordinating across embedded and central support teams.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by:

Date: