

**POSITION DESCRIPTION – Professional Services Staff
For levels 1 to 5**

Position Title: ESOS and Course Administration Officer Level: 5
 Division: Deputy Vice-Chancellor (Academic) Department: Academic Quality & Standards

Primary purpose of the position:

The ESOS and Course Administration Officer is responsible for maintaining the University's obligations under the Education Services for Overseas Students (ESOS) Act and the National Code and undertaking and monitoring assurance activities to support University compliance under the Act. The ESOS and Course Administration Officer will monitor changes to the legislative requirements and will implement training and internal monitoring practices to ensure a thorough understanding of legislative requirements. The ESOS compliance process is part of course management, and the ESOS and Course Administration Officer is a member of the team responsible for course management processes at UOW, and undertakes a range of administrative tasks in supporting course management at UOW.

Position Environment:

AQS provides critical support for the development and maintenance of academic quality at UOW and, as such, needs a high performing team. Each team member is required to work within the values of integrity, efficiency & effectiveness, reciprocity, interdependence and resilience while utilising a strategic approach to AQS business.

AQS is responsible for the provision of high quality support services to senior University personnel and educational committees. AQS provides a customer service role primarily to UOW'S faculties, academic staff and other Units or Divisions in the interpretation and implementation of education policies, quality assurance processes and academic standards. The AQS portfolio includes educational policy development and review, academic quality assurance and risk assessment, governance support, course management, support for teaching excellence and management of high level review of academic complaints and appeals.

The ESOS compliance and course management functions are critical to the University's strategic success and the assurance of quality and standards. It includes overseeing the process by which new course programs are conceptualised, developed and approved, and supporting the assurance process for existing courses.

Major Responsibilities:

Tasks	Percentage of time	Office Use Only
1. Overseeing the University's compliance under the ESOS Act and the National Code including assuring course proposals relevant to the ESOS Act, providing training and support for University staff, supporting compliance with the Act and the Code, maintaining and updating the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) database, carrying out and supporting institutional assurance activities to support compliance and ensuring University policy and procedure supports compliance.	35%	

2.	Provide administrative support to the Course Management Coordinator in supporting course management processes including quality assuring course proposals, database maintenance and record keeping.	35%	
3.	Contribute to major ASQ projects such as: <ul style="list-style-type: none"> • Publications (e.g.: Undergraduate or Postgraduate Handbooks) • Audits and Benchmarking Projects • Other Academic Quality Assurance Projects as required 	10%	
4.	Facilitate good governance through the provision of support for committees, subcommittees or working parties as required. Tasks include: <ul style="list-style-type: none"> • Liaise with key University personnel to prepare committee or working party agendas and coordinate contributions • Facilitate meetings, record discussions and outcomes of meetings and prepare minutes • Take follow up action to ensure committee decisions are communicated and implemented • Maintain records associated with committee meetings 	10%	
5.	Provide administrative support to AQS including: <ul style="list-style-type: none"> • providing administrative support to other staff as required • maintaining record-keeping systems • managing and contributing to special projects as required 	10%	
6.	Observe principles and practices of Equal Employment Opportunity	Ongoing	
7.	Have WH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document	Ongoing	

Reporting Relationships:

Position Reports to:	Course Management Coordinator
The position supervises the following positions:	N/A

Selection Criteria - Knowledge & Skills:

Essential:

- Demonstrated experience initiating, improving and implementing effective and compliant administrative processes.
- Demonstrated ability in interpreting legislation, provide specialist advice and implement procedural changes resulting from changes to legislation
- Demonstrated capacity to work effectively with a variety of key stakeholders and with individuals and organisations from various cultural backgrounds.
- Excellent oral and written communication skills.
- Ability to work as an effective member of a team

Desirable:

- Knowledge of Education Services for Overseas Students (ESOS) and National Code legislation
- Knowledge of the higher education environment.

Selection Criteria - Education and Experience:

Essential:

- A degree and subsequent relevant work experience; or an equivalent combination of relevant experience and/or education and training

- Demonstrated experience in operating effectively in a complex environment and working flexibly and harmoniously within a team.
- Demonstrated experience in developing, documenting and implementing processes and procedures to deliver high level compliance
- Demonstrated problem-solving skills
- Demonstrated ability to liaise with individuals at all levels, both internally and externally
- Experienced in using computers for maintaining and manipulating databases at an advanced level

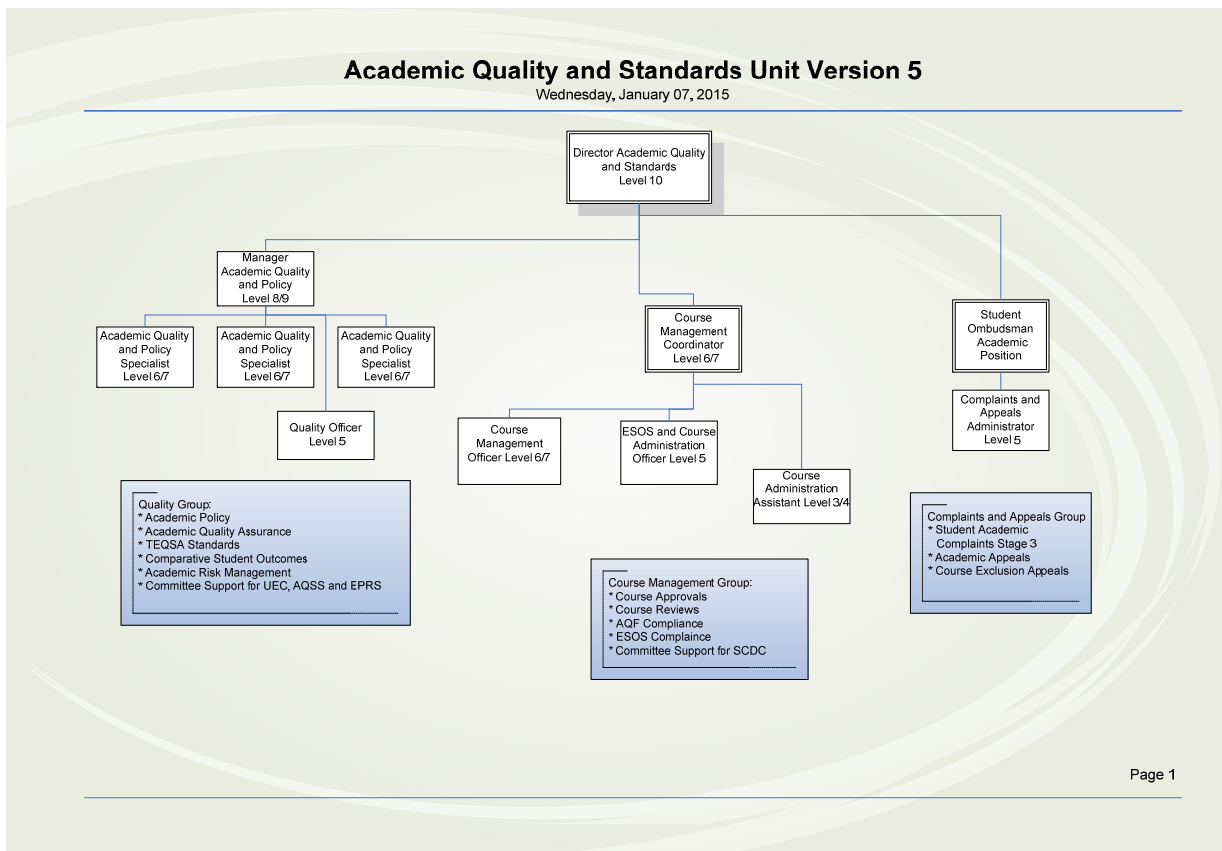
Personal Attributes:

- Capacity to work effectively and professionally under pressure.
- Openly respects individual differences.
- Takes pride in work and surroundings.
- Empathy for students
- Ability to take initiative.
- Ability to work autonomously as well as part of a team
- Ability to communicate effectively at all levels of an organisation

Special Job Requirements:

- The role is part time – 3 days per week

Organisational Chart:



Roles and Responsibilities in Relation to Workplace Health and Safety:

The University of Wollongong is committed to providing a safe and healthy workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely and be engaged in activities to help prevent injuries and illness.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

All Staff

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the document [Roles And Responsibilities for WHS](#) and [WHS Management System](#).

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.