

Greater together 

Position description

Position title	Administrative Officer, Quality and Accreditation
Institute/School/Centre/ Directorate/VCO	Quality and Accreditation
Campus	Mt Helen Campus. Travel between campuses may be required.
Classification	Within the HEW Level 5 range
Time fraction	Full-time
Employment mode	Continuing employment
Probation period	This appointment is offered subject to the successful completion of a probationary period.
Further information from	Julie Howes, Manager, Partner, Quality and Accreditation Services Telephone: (03) 5327 9770 Email: j.howes@federation.edu.au
Recruitment number	JR101549

Position summary

The Administrative Officer, Quality and Accreditation is responsible for implementing and undertaking complex administrative processes and supporting the academic processes required for the effective and efficient delivery of programs through our education partners, supporting course quality initiatives and professional accreditation activities and ensuring adherence to University policies, procedures and guidelines.

Portfolio

Quality, Partners and Accreditation is responsible for overseeing processes that support academic quality assurance, course accreditation, and the delivery of Federation University courses through education partners, while ensuring compliance with mandatory regulatory audit and reporting obligations. The team facilitates regulatory compliance and professional accreditation, working collaboratively with academic and teaching units to enhance learning and teaching quality and performance for students studying on campus, online, and through partner sites.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as

expressed in Federation University's 2040 Strategic Plan and share the University's values of:

INCLUSION, we champion access and equity for all, creating a welcoming, supportive environment for our diverse learners and staff.

INNOVATION, we innovate to transform, embracing new ideas in teaching, research and operations to continually improve and stay ahead.

EXCELLENCE, we strive for excellence in all that we do, holding ourselves to high standards of quality, integrity and impact.

EMPOWERMENT, we support and trust our people, empowering learners, staff and partners to contribute, lead and succeed.

COLLABORATION, we are stronger together; teamwork and strong partnerships are at the heart of how we operate.

Key responsibilities

1. Coordinate the administrative requirements and provide administrative support to discipline leaders and designated areas, partner operational areas, and the Manager, Partner, Quality and Accreditation Services, to contribute to the effective and efficient development and delivery of course quality programs and annual monitoring.
2. Build collaborative relationships across the University, and act as first point of contact between the Quality and Accreditation team and RISE, Fed Services, Finance, ITS and Scheduling Services to facilitate open exchange of timely and accurate information.
3. Work with University systems such as Power BI, Concur, myFinance, my Student Centre, fdlGrades and Moodle, including creation and cancellation of units, unit configuration and setup, content imports, unit descriptions, allocation of Federation and partner staff, and ongoing staff support for the delivery of courses at partner locations, including offshore direct teaching.
4. Assist with the development of the offshore teaching timetable, offshore exam coordination, and travel arrangements for offshore teaching delivery.
5. Support course accreditation and reaccreditation activities, including submissions, site visits, compliance reporting and ongoing accreditation obligations.
6. Facilitate results processing, including preparation of courses and reports for ratification, monitoring course result amendments, and following up on deferred assessment grades for partner providers.
7. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
8. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
9. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OHS) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Administrative Officer, Quality and Accreditation reports to and works under the general direction with a degree of autonomy of the Manager, Partner, Quality and Accreditation Services and is responsible for providing complex academic administrative services to staff to support the departments operations. The Administrative Officer, Quality and Accreditation is responsible for analysing and solving a range of problems within the department, based on the interpretation and application of relevant university policies, procedures and guidelines, and must prioritise competing demands to ensure all administrative processes are completed in accordance with department and University timelines. The position is also responsible for applying judgement and making appropriate decisions within established frameworks.

Position and organisational relationships

The Administrative Officer, Quality and Accreditation reports to the Manager, Partner, Quality and Accreditation and works closely with the Quality and Accreditation team, relevant University and Institute staff, and education partner staff in delivering effective and efficient support to partner programs.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of:
 - qualification/experience relevant to classification level
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2. Must hold a valid *Employee Working with Children* (WWC) check.

Experience, knowledge and attributes

3. Demonstrated interpersonal and communication skills, including the proven ability to establish collaborative working relationships, and liaise effectively with a wide range of people from different cultural backgrounds and levels within an organisation.
4. Demonstrated analytical and problem-solving skills, including the ability to monitor administrative and compliance requirements.
5. Demonstrated organisational and time management skills, including the ability to prioritise work demands to meet conflicting deadlines.
6. Demonstrated ability to work independently, as well as in a multi-functional team environment and contribute positively as an effective team member.
7. Demonstrated ability and extensive knowledge of computer programs, such as databases, MS Office environment, Excel, email and other associated packages
8. Demonstrated working knowledge and application of the Child Safety Standards.
9. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.