



## Position Description – Learning & Teaching Support Senior Officer

### Position Details

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**Position Title:** Learning & Teaching Support Senior Officer

**College/Portfolio:** College of Business & Law

**School/Group:**

**Campus Location:** Based at the City, but may be required to work and/or be based at other campuses of the University.

**Classification:** HEW 6

**Employment Type:** Fixed term

**Time Fraction:** 0.4 (2 days per week)

### RMIT University

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RMIT is a leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

We are also committed to redefining our relationship in working with and supporting Aboriginal self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City,

Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation

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We're proud to share with you:

- The launch of our second [Reconciliation Plan for Dhumbah Goorowa– a “commitment to share” - an important step in our reconciliation journey.](#)
- RMIT University is an **Athena SWAN** member with Bronze Award accreditation and the College of Science, Engineering and Health is central to driving improvements in gender equality, diversity and inclusion, particularly in the Science, Technology, Engineering, Mathematics and Medicine (STEMM) disciplines.
- RMIT was placed **10th in the 2019 Randstad Employer Brand Research Awards**, up five spots from 2018.
- We were named as an **Employer of Choice for Gender Equality** by the Workplace Gender Equality Agency three years in a row!
- We achieved **Gold Employer status for LGBTIQ** inclusion in the Australian Workplace Equality Index (AWEI) in 2018, 2019 and 2020.
- We were recognised as a **top five employer in 2018 for workplace accessibility** by the Australian Network on Disability and awarded with **Disability Confident Recruiter Accreditation** in 2020.
- In 2020, RMIT University has become the first Australian institution to receive the **HR Excellence in Research Award**, recognized by the European Commission.

### **RMIT Standings in university rankings**

We are ranked **#1 in the world** for our efforts to reduce inequality in the Times Higher Education (THE) Impact Rankings 2020.

RMIT has a deep commitment to innovation, research and teaching, we are a 5-Star university under the QS Stars international evaluation system and are **223rd globally in QS World University Rankings 2021** (moved up 15 places compared to 238th last year), being also 18th in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index). Additionally:

- In the 2020 QS World University Rankings by Subject, RMIT was positioned 11th in the world (highest ranked in Australia) in Art and Design, 22nd in the world (fourth highest in Australia) in Architecture and the Built Environment, and 37th in Media and Communications. We are also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Mechanical, Aeronautical and Manufacturing); Accounting and Finance; and Business and Management Studies).
- In the 2020 QS Rankings by Subject, RMIT was ranked 11th in the world and number one in the Asia Pacific for Art and Design, and 26th in Architecture and the Built Environment. RMIT is also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Computer Science and Information Systems); Accounting and Finance; Business and Management Studies; and Communication and Media Studies. The 2018 Shanghai Ranking's Global Ranking of Academic Subjects highlighted RMIT's strength in Engineering and Technology in particular.
- In the specialised rankings, RMIT is ranked 77th in the QS Graduate Employability Rankings 2020 and 82nd in the inaugural Times Higher Education University Impact Rankings 2019.
- RMIT has moved up 51 places in the 2021 Times Higher Education World University Rankings, strengthening its reputation as a leading global university. The University has leapt more than 150 places since 2015 and is now ranked in the **top 301-350 band**.
- RMIT continued its strong performance in the 2020 CWTS Leiden Ranking, which ranks the world's top research-intensive universities, moving up 21 places to be ranked **293rd globally** on proportion of international publications, and **ranking 225th** on proportion of top 5% publications, up 120 places from 2019.

For more information, visit [www.rmit.edu.au/about](http://www.rmit.edu.au/about)

## **College of Business and Law**

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As one of the largest Business Schools in the Asia Pacific region, the College of Business and Law is comprised of five schools – four in Melbourne and one in Vietnam - delivering a broad range of programs in Business, ranging from Certificates up to PHD levels. Many programs articulate between Vocational Education and Higher Education, creating pathways for further study. RMIT Business programs are delivered in Melbourne, Vietnam, Singapore, Shanghai and Jakarta, as well as through Open Universities Australia (OUA) and RMIT Online. The College has an annual budget of approximately \$280 million, employs over 1000 staff and delivers programs to approximately 30,000 students (20,000 EFTSL).

In line with RMIT's vision to be recognised as a global university of technology, design and enterprise, the College mission is to deliver in a global context innovative, industry-engaged education and applied research connected to business. The College assists in achieving the ambitions of RMIT's new five-year strategic plan Ready for Life and Work by making active contributions towards life-changing experiences for students, creating passion with purpose for its staff and shaping the world with impactful research and global reach.

In particular, the College has defined a number of initiatives which are summarised in three priority areas: enterprising, student experience and international mobility.

The College is located on RMIT University's City Campus and resides in the state of the art Swanston Academic and Emily McPherson buildings.

For further details about the College, please visit:

<https://www.rmit.edu.au/about/our-education/academic-colleges/college-of-business>

## **Position Summary**

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The Learning & Teaching Support Senior Officer reports to the Senior/Manager Planning & Operations and works closely with the Deputy Dean (L&T), Senior/Manager Planning & Operations, School staff and key members of the College Student Lifecycle Services and Quality Enhancement Team to provide specialist advice and support in the coordination of academic administration across all cohorts, locations and calendars, ensuring alignment with School, College and University processes, policies and procedures.

The L&T Support Senior Officer is responsible for delivering timely and accurate academic support services to the School including: curriculum, learning management systems, student lifecycle support, timetabling and student enrichment, as well as assisting academic staff with blended learning technologies including Canvas and other course and program administration. They work in partnership with key stakeholders to ensure program review, development, renewal and amendment activities relating to new program or course proposals, as well as change in programs and course information and course guides are correct and complete at key publishing milestones.

The role develops, maintains effective working relationships across the School and College to ensure high quality and timely service delivery.

## **Reporting Line**

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Reports to: Senior/Manager Planning & Operations

## **Organisational Accountabilities**

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RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

## **Key Accountabilities**

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1. Act as primary contact point to triage complex course or program queries and action as appropriate in collaboration with College Student Lifecycle Services in the provision of advice and support.
2. Provide advice to Course Coordinators on setting up the LMS environment including best practice information on updating course information, setting up quizzes, online submission, rubrics and online feedback mechanisms in line with college pedagogical approaches.
3. Coordinate the accurate and timely administration of course guides. Provide support for Course Advisory Committees (CACs), including communication of clear result and assessment timelines and procedures in line with University policies and procedures and College timelines.
4. Provide advice on student and program-related matters to the School's academic staff and administer academic program course delivery for the School's undergraduate and graduate coursework programs. Provide support for assurance of learning reporting for courses and programs within the school.
5. Assist with the student grievance, academic integrity and misconduct processes, providing executive support to panels, as well as liaising with, and advising staff and students.
6. Support academic leadership with matters relating to the administration of course and program accreditation. Monitor and support enquiries relating to accreditation of programs, courses and majors.
7. Advise academic staff on University student-related operational policies and practices and where required provide input into the development of such policies and practices to enhance learning and teaching quality in line with University policies and processes.
8. Support the Student Services team in the delivery of enrichment activities including orientation, club and society support, administration and other co-curricular activities, as well support for Student Staff Consultative Committees.
9. Coordinate School induction of sessional teaching staff.
10. Apply knowledge of relevant policies, practices and standards to ensure quality and compliance measures are regularly reviewed, redeveloped and maintained.
11. Other duties as required within the scope of this classification.

## **Key Selection Criteria**

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1. Demonstrated highly developed interpersonal, oral and written communication skills and the proven ability to liaise effectively with a wide range of management, staff and external parties on complex, sensitive and confidential issues. Ability to convey information to students from a wide range of cultural backgrounds.
2. Excellent planning, organisation and project management skills.
3. Demonstrated ability to work effectively, flexibly and collaboratively with colleagues within and beyond the immediate work unit, contributing to the achievement of team goals.
4. Proven ability to interpret and apply policies, procedures, and systems consistently, provide advice and to drive creative solutions through to implementation within the immediate work area.

5. Proven ability to work independently as well as part of a team, use initiative and prioritise tasks and meet deadlines in a demanding environment with excellent attention to detail and a commitment to quality assurance.
6. A high order of analytical and problem-solving skills and the demonstrated ability to develop and implement innovative and creative solutions as well as to manage complex issues. Ability to write reports.
7. Demonstrated experience in the development and implementation of quality and continuous improvement processes and systems.
8. Demonstrated knowledge and experience in the tertiary education sector.
9. Excellent IT skills, including intermediate to advanced Excel. Contemporary knowledge of digital and online technologies.
10. Proven capacity to prioritise tasks, be strategic, exercise discretionary judgment and solve problems independently in an environment of high volume of work and tight deadlines.

### Qualifications

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Relevant tertiary qualifications and/or proven experience.

Note: Appointment to this position is subject to passing a Working with Children check.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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