

Position Description – Program Delivery Support Officer

Position Statement

This role is part of the Program Delivery Team responsible for the delivery of ANZSOG's accredited and non-accredited Education and Thought Leadership program offerings. Our open enrolment, foundation and custom programs are delivered in a variety of modes with a focus on online and blended learning experiences.

The Program Support Officer reports to the Program Delivery Lead and provides administrative and general support to the Program Delivery team with a focus on supporting preparations for upcoming deliveries, and managing invoice requests and approvals for program related income and expenditure.

Key Responsibilities

- Work with the Program Delivery Lead and Program Delivery team members to plan for upcoming program deliveries and agree the necessary administrative support required
- Support the preparation of participant program materials including lanyards, name plates and textbooks, and stationery
- Create and maintain an inventory of program related materials and work with the Program Delivery Lead to ensure that adequate supplies are maintained including ordering materials in accordance with ANZSOG policies and within approved program budgets
- Support the co-ordination of travel arrangements including flights and accommodation for staff, students, faculty, guest contributors and ANZSOG staff in line with ANZSOG policies and within approved program budgets
- Liaise with internal and external stakeholders including hotels, training venues, caterers, transport companies, etc as required to support logistical arrangements
- Manage the transportation of program materials including stationery and equipment to ensure timely delivery ahead of the program commencement at teaching venues
- Develop and maintain an accurate and detailed record of administrative support requirements for ANZSOG offerings including preferred suppliers, etc
- Maintain project plans in the School's Project Management tool Asana for allocated tasks to provide real time visibility of task status to all stakeholders
- Point of contact for participants during online deliveries to resolve any queries or issues
- Work in conjunction with the Business Partner team, Business Units and Finance to support invoice creation, processing and approvals for program related costs in accordance with ANZSOG policies and procedures
- Work with the Business Partner team to maintain timely and accurate records of program related income and expenditure

Other responsibilities

- Contribute to continuous business improvement within the Program Delivery team to improve outcomes, quality and efficiency
- Work flexibly to support balanced workloads across the Program Delivery team and supporting team members
- Perform other tasks as requested by the Program Delivery Lead, Senior Business Partner and the Director, Program Delivery
- Support Program delivery wide and whole of School projects and initiatives including maintaining awareness of the School's strategic directions and activities
- Manage self in line with ANZSOG values including showing respect for all team members, ANZSOG peers and colleagues and external stakeholders such as faculty and participants

Other job-related information

- In support of program preparations and delivery, this role requires working flexible hours and additional hours from time-to-time
- There may be periods where taking of leave is restricted in support of program delivery

Key Selection Criteria

Essential

- 2-3 years related professional experience in administration ideally within the higher education sector
- Experience providing administrative support to busy teams in a fast paced, changing environment, with a strong focus on attention to detail and problem solving skills
- Strong technology skills including proficiency with Microsoft Office, and the ability to navigate multiple technology systems
- Excellent communication and interpersonal skills
- Strong organisational and time management skills including working across multiple tasks concurrently and competing deadlines whilst maintaining strong attention to detail
- Ability to think quickly and generate solutions when unexpected issues arise
- A team player with a strong customer service focus and the ability to work autonomously and under direction as required

Desirable

- Certificate IV or Diploma in Events Management or Administration
- Experience executing programs or events utilising virtual learning conferencing platforms Zoom and MS Teams
- Experience with the following technology – Asana, Canvas LMS, Salesforce CRM, or Cvent event management
- Invoice management
- Experience or knowledge of adult education delivery or events managements