

Curriculum Configuration Officer

HEP LEVEL 6

POSITION NUMBER	954158
ORGANISATIONAL UNIT	Student Systems
POSITION REPORTS TO	Manager Curriculum and Fee Configuration
OVERALL PURPOSE	<p>The Curriculum Configuration Officer plays a pivotal role in ensuring that Victoria University (VU) delivers an exceptional student experience by providing specialist support to the configuration and formatting of curriculum data in the Student Management System (StudentOne). This curriculum data underpins the University's student system data quality and is the foundation for all data for the management of the student lifecycle within the student system.</p> <p>This is a critical role that sets the foundation for efficient and effective Student Administration practices and processes, and is required to maintain, configure and support the Student Management System to ensure compliance with university and external requirements.</p>
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none">◆ Works closely with the Student Systems team members◆ Liaises with all teaching Colleges and Schools, Student Administration and Student Services staff as required.
LOCATION/CAMPUS	The position is located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

People and Culture use only

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

ORGANISATIONAL UNIT

The Student Services and Administration portfolio has responsibility for domestic and international students studying vocational or higher education at VU. We support end-to-end student lifecycle operations and student business system configuration and oversight across VU. Our team operates collaboratively across all university faculties and departments to ensure a seamless student experience from enrolment to graduation. Our portfolio includes:

- Student Communication & Service Excellence
- Student Equity, Safety & Wellbeing
- Advisory & HQ
- Admissions and Enrolments
- Student Systems, Scheduling and Government Reporting
- Learning Hubs
- Student Life and Leadership

Our operations are underpinned by excellence, innovation, and continuous improvement to ensure VU remains a vibrant and thriving place to study and work.

The Student Systems team is responsible for the configuration and management of curriculum and fee data in the student management system. By ensuring data integrity and system reliability, we enable seamless administrative processes and provide essential support for our students and staff across the entire student lifecycle.

Our key responsibilities include:

Curriculum and Fee Configuration and Support: Ensure the continuous operation and reliability of curriculum and fee data in the student management system.

Data Accuracy and Integrity: Maintain accurate and up-to-date student records, ensuring data integrity and compliance with privacy regulations.

System Enhancements: Implement system updates and enhancements to improve functionality and user experience.

Collaboration: Work closely with other University departments to ensure that student systems meet their needs and support institutional goals.

Our mission is to ensure the accuracy, security, and accessibility of student data, providing reliable and user-friendly systems that enhance student success and institutional efficiency.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide high level organisational and administrative support to ensure efficient operations and a high level of service to relevant internal and external stakeholders including data collection, monitoring, and tracking of deliverables and milestones, meeting reporting requirements, and supporting project-related activities to maintain systems and processes that ensure program outcomes are achieved.
- ◆ Configure and maintain curriculum data, including study packages, structures, templates, course availability, and relevant reference data for all courses in the student management system to ensure the data accurately reflects course delivery, ensuring that curriculum and rule data is compliant and satisfies the requirements of relevant government and reporting agencies.
- ◆ Configure and maintain class schedule data for attendance marking across VU TAFE.
- ◆ Collate and configure system rule data in a format that meets business and compliance requirements.
- ◆ Build course structures and templates in Student One. This includes requisites/equivalents on units and structures for study sets (i.e., major, minor or specialisation). Demonstrate initiative by suggesting improvements to the process of building course structures where possible.
- ◆ Contribute to the development and maintenance of functional documentation of the curriculum configuration in line with VU quality assurance and continuous improvement procedures, including the development of business process models and work instructions. Implement and monitor administrative controls to identify problems and issues with internal processes and recommend required solutions.
- ◆ Undertake business and user testing of specific system enhancements and defects.
- ◆ Liaise effectively and at a high level with organisational units and staff beyond the immediate unit

to gather information, stay informed and contribute to the requirements of the organisational unit and keep other areas informed of relevant issues/activities.

- ◆ Establish and maintain internal stakeholder relationships through effective communication, negotiation, and issues management to engage stakeholders. Collaborate with other divisions and stakeholders in relation to the planning and reporting work of the Department, including contributing to specific projects, strategies, or initiatives.

TYPICAL/MAJOR CHALLENGES

- ◆ Exercising high level judgement, problem solving and creative skills to provide specialised configuration in the student management system and all aspects of quality assurance and continuous improvement related to the student management system, operating within and operationalised University policies, procedures and guidelines.
- ◆ Proactively and collaboratively working with internal and external partners on systems configuration and development, adapting and responding readily and in a timely manner within a fast paced and innovative work environment.
- ◆ Achieving project deadlines and milestones to the required standards, ensuring accuracy and data quality in organising and prioritising own work to achieve team goals, schedules and compliance timeframes with strong customer service focus.

LEVEL OF SUPERVISION

Operates under broad direction from the Manager Curriculum and Fee Configuration and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Knowledge and understanding of policies, regulations and procedures of relevant University and government departments relating to the role's area of responsibility.
- ◆ Expertise in system curriculum configuration, testing and validation of course structures and templates in Student One, the University's Student Management System, and an aptitude or ability to work with other relevant University systems and databases.
- ◆ Sound knowledge and experience in the use of MS Suite including Excel, PowerPoint, Outlook and Word.
- ◆ Knowledge of University operations, governance and decision making processes, including quality assurance policies, procedures and other relevant legislative requirements.

KEY SELECTION CRITERIA

Essential

- ◆ Knowledge or training equivalent to: Completion of a degree with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields, or an equivalent combination of relevant experience and /or education/training.

KEY SELECTION CRITERIA

- ◆ Previous experience working in an administrative position in a complex organisation, with the ability to interpret and apply specifications, policies and procedures, and provide advice and recommendations to a range of staff, including senior managers.
- ◆ Demonstrable well developed analytical, conceptual and problem-solving skills.
- ◆ Proven ability to work effectively in a team environment, working together with a common purpose and commitment to quality client/customer service to achieve the team's goals.
- ◆ Excellent administrative, organisational and time management skills, with demonstrated ability to organise and prioritise workload in a busy/demanding environment and to plan, track and complete tasks independently with minimal supervision to meet the position objectives within specified timeframes.
- ◆ Well-developed verbal, written, interpersonal and customer service skills with the ability to develop and maintain good working relationships with key stakeholders and demonstrated experience liaising and negotiating with a range of stakeholders, preparing and delivering successful presentations, training programs, reports and briefing papers for senior management.
- ◆ Proficiency in all aspects of word processing, including Microsoft Word, Excel, Access and Outlook, together with the skill base to quickly gain working knowledge of any University based online system, with a commitment to data quality, data integrity and attention to detail.
- ◆ Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

Desirable

- ◆ Knowledge of Higher Education and TAFE course structures, study packages, delivery and associated compliance requirements.
- ◆ Prior experience with student systems including Technology One Student Management and Enterprise System.
- ◆ Demonstrated experience in system curriculum configuration, testing and validation of course structures and templates in Student One.