PROFESSIONAL STAFF
POSITION DESCRIPTION

VICTORIA UNIVERSITY

Senior Administrative Officer, Student and Resource Management

HEP Level 6

POSITION NUMBER	972158
ORGANISATIONAL UNIT	College of Sport, Health and Engineering
POSITION REPORTS TO	Student and Resource Management Coordinator
OVERALL PURPOSE	The Senior Administrative Officer (Student and Resource Management) provides high-level coordination and data support for the College's timetabling and sessional staffing frameworks. Working under broad direction, the role ensures the accuracy of scheduling data and analyses enrolment patterns to inform adjustments to unit offerings and class quotas. The position proactively identifies resource clashes to maintain a preventative planning cycle. By liaising with academic and professional stakeholders to ensure accurate information flow, the role aligns resource allocation with operational requirements to support student progression and service quality.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	**Within the University the position:** ◆ works directly with the College Operations Manager, Coordinator Student & Resource Management, Head of Programs and Unit Convenors. ◆ Works closely with Technical Services, Course Unit Advisors, Academic Quality Standards, People and Culture, Central Timetaling, and Student Systems. **Outside the University the position liaises with:** ◆ Relevant vendors and external partners.
LOCATION/CAMPUS	The position is currently 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.

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.

ORGANISATIONAL UNIT

The College of Sport, Health and Engineering delivers a diverse range of undergraduate and postgraduate programs across Clinical Science, Nursing and Midwifery, Allied Health, Biomedical and Life Sciences, and Sport and Movement Science. An integrated administrative team supports the College, driving planning, delivery, and continuous improvement of administrative functions across four key work streams.Student and Resource Management (SRM) is a critical work stream within this team, providing essential administrative support for scheduling timetables, managing resource workloads, and processing sessional contracts. SRM plays a pivotal role in generating comprehensive reports that inform the College's decision-making processes, including assessment of student enrolment trends, course offerings, student feedback analysis, and allocation of resources for sessional staff throughout the College.

MAJOR TASKS AND ACCOUNTABILITIES

- Coordinate the preparation, and maintain unit offerings and course sequences across the year and process changes in line with University timelines and system requirements.
- Maintain accurate unit offering and class quota information; monitor enrolment patterns and flag resource issues for management review.
- Extract and compile data from systems including InfoVU, Student One, Syllabus+, and Allocate+ to support decision-making on unit viability and sessional staffing needs.
- Liaise with Course and Unit Advisors to resolve escalated enrolment or timetable issues and identify potential impacts on student progression.
- Service relevant meetings (e.g., enrolment monitoring) by preparing pre-analysed data, agendas, and papers, and recording resulting actions.
- Maintain information within relevant databases and shared repositories to ensure high-fidelity records, data integrity, and version control.
- Contribute to the review and refinement of SRM procedures and templates to enhance operational efficiency across peak cycles.
- Provide accurate advice to academic and professional staff on scheduling processes, timelines, and the technical requirements of core systems.
- Support the processing of sessional contracts and related administrative tasks (e.g., duty allocations) in accordance with University policy.
- Participate in projects related to system enhancements or process changes within the SRM domain.
- Uphold University policies, legislative requirements (privacy, data security), and VU values in all professional interactions and work practices.

TYPICAL/MAJOR CHALLENGES

- Exercises professional judgement to balance competing demands such as unit viability, simulation/lab space constraints, and student progression needs when recommending timetable and class quota adjustments.
- Operates under broad direction to prioritise a high-volume workload across multiple portfolios, ensuring critical deadlines are met during peak University planning and enrolment cycles.
- Employs technical expertise to interrogate data across multiple systems (InfoVU, Student One, Syllabus+, Allocate+) to proactively identify scheduling clashes or resource risks and escalate potential solutions to stakeholders.
- Works collaboratively with academic leads, Course Advisors, Central Timetabling Unit, and central teams to coordinate accurate inputs, reducing the need for reactive changes and ensuring consistency of advice across the College.

LEVEL OF SUPERVISION

- The position operates under general direction from the Student and Resource Management Coordinator.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- Knowledge and understanding of course sequencing, professional experience requirements, and complex clinical/technical resource needs.
- Proficiency with University systems, including Syllabus+, Student One, CAMS, and InfoVU.
- Proficiency in applying University rules, regulations, and policies to achieve objectives without impacting other work areas.
- Understanding of University operations, governance, quality assurance policies and relevant legislative requirements (privacy, OHS, EEO) as they apply to SRM activities.
- Strong MS Office capability (especially Excel) and aptitude to learn enterprise systems.

KEY SELECTION CRITERIA

Essential

1. Knowledge or training equivalent to a degree with subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated ability in the exercise of initiative and judgement to develop sound, data-informed, creative solutions for complex resource issues.
3. Demonstrated experience working with complex timetabling systems and multi-year course and unit offerings.
4. Proven ability to interrogate and synthesise data from systems to provide proactive recommendations and advice.
5. Demonstrated ability to work independently under broad supervision, taking responsibility for outcomes within a specific functional area.
6. Proven ability to organise and prioritise a high-volume workload in a busy environment, meeting tight deadlines and managing multiple conflicting priorities.
7. Excellent interpersonal skills with the ability to relate to academic staff and build positive working relationships across the University.
8. Advanced proficiency in Microsoft Office (specifically Excel) and the ability to quickly gain mastery of enterprise-level online systems.
9. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.

Desirable

1. Knowledge of and previous experience in a tertiary education institution and/or experience in scheduling, sequencing or timetabling.