

## POSITION DESCRIPTION

Position Title	Senior Scheduling Officer
Band & classification	Band 4
Department	Shared Services
Location	Sydney
Reports to	Manager Student Services
Supervision responsibilities	oral assessment staff

### Overview of the College of Law

The College of Law Limited (The College of Law) is the school of professional practice for lawyers in Australia and New Zealand. The College has a respected reputation for delivering a wide range of high quality pre-admission and post-admission training programs using online and other learning technology.

The College of Law's mission is to prepare law graduates for admission to practice and to assist legal practitioners in achieving their career goals through postgraduate specialised degree programs and continuing professional development seminars and workshops.

The College functions nationally and in New Zealand with facilities in Sydney CBD, St Leonards (NSW), Brisbane, Melbourne, Perth and Auckland. It services more than 3,000 students annually, making it the leader in legal education and training for professional practice across a competitive environment for legal education services in Australasia.

### Overview of Department

The Student Services Section has responsibility for the non-academic relationship the College has with students, others who undertake College educational activities and internal College stakeholders. The key processes that Student Services Officers will be involved with are; enrolling/registration, provision of course material, the work experience program and organisation of course on-sites. There are also a range of general and course-specific support activities that Student Services Officers will also have dealings with.

### Job Overview

The primary responsibilities of this position is to create sessions for students/registrants to schedule in online oral assessments for their practical legal training course. The scheduling officer will need to liaise with the head of course and the lecturers to organise days and times for the scheduling of these assessments and send requests to students/registrants, to book in for these times.

It will also be essential that students have a strong positive experience in all their dealings with the Scheduling Officers.

## **Primary Responsibilities**

- Liaise with Head of Course and Assessors for dates and times for assessments.
- Manage and co-ordinate Oral Assessment requests and distribute to scheduling staff
- Create video conference slots in Canvas and send out notification of availability to students/registrants
- Handle enquiries from students regarding the process
- Handle enquiries from students wishing to book in for an oral assessment
- Records management of recorded sessions in canvas
- Builds positive and sustainable relationships with colleagues, stakeholders and customers
- Contributes to the ongoing development and improvement of department processes and systems
- Attends and actively participate in all team meetings, information sessions
- Adheres to the College's Code of Conduct, policies and procedures including OH&S
- Undertakes other reasonable tasks as directed by your manager
- Manage projects related to the scheduling role
- Train and mentor scheduling staff on procedures
- Actively look for process improvements within the scheduling role
- Lead nonspecific projects with Student Services
- Organise meetings and liaise with Heads of Course (other state admin staff) re scheduling issues and changes to procedures.

## **Knowledge, skills and experience required**

- A strong orientation to the provision of a high level of customer service, including empathy with an ability to communicate with students and staff.
- Attention to detail
- Articulate and methodical with an ability to problem solve and to use own initiative
- Ability to adjust readily to pressures and changes in the work environment and to learn quickly under pressure
- Aptitude to work in a busy Support Centre environment
- Capacity to contribute to team knowledge and development by sharing knowledge with other staff and providing constructive feedback
- Capacity to listen to clients and colleagues and responds to queries and information in a way that demonstrates understanding of the other person's point of view
- Competency in Microsoft Windows environment with experience in using Word and Outlook
- Speed and accuracy with typing

## **Qualifications required**

- Two years' experience in a similar customer service environment, such as a Call Centre or a scheduling role.
- Experience in tertiary education admissions