**Position Description**

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| **Position Description** |
| **Unit Number:** |  | **Unit Name** | Assessment Operations |
| **Classification** | MO Level 1 | **Position Title:** | Project Support Officer |
| **Subject/Duties (GA):** | Project Role | **Level** | MO 1 |
| **Begin Date:** |  | **End Date:** | Casual |
| **Regular/Temporary:** | Temporary | **Hours:** | 38 |
| **Reference #:** |  | **Contact Name:** | Lucy Foskett |
| **Phone:** | 9059 4117 | **Website:** | https://www.ssms.vic.edu.au/ |
| **Apply By:** | 27/04/2025 | **Other Information:** | https://vcaa.vic.edu.au/About-us/Pages/WorkWithUs.aspx#direct |

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| **Location Profile:** |
| The Victorian Curriculum and Assessment Authority (VCAA) is a statutory body established under the repealed [***Victorian Curriculum and Assessment Authority Act 2000***](https://www.legislation.vic.gov.au/as-made/acts/victorian-curriculum-and-assessment-authority-act-2000) which continues to operate under the [***Education and Training Reform Act 2006***](https://www.legislation.vic.gov.au/in-force/acts/education-and-training-reform-act-2006/099) (the Act).The VCAA oversees the delivery of, and conducts assessment for the VCE, including assessments of students undertaking accredited senior secondary courses. **About the Division**The Assessment and Reporting Division is responsible for the delivery and reporting of all VCE external assessments and the National Assessment Program – Literacy and Numeracy (NAPLAN). This includes:* the development, delivery and marking of the General Achievement Test (GAT)
* the training of all casual staff appointed to participate in all Foundation to Year 12 assessment programs
* the marking of all VCE examinations, including written, performance and languages oral examinations
* managing the quality assurance and statistical moderation programs for VCE school-based assessments
* digital assessment platforms, including the VCAA online scoring system (VOSS)
* collecting, maintaining and processing student enrolment data and assessment results for VCE external assessments.

**About the Unit**The Assessment Operations Unit is responsible for the:* logistical and administrative processes associated with the conduct and administration of VCE external assessments
* developing, managing and implementing the VCAA Special Provision policy and procedures
* development, implementation and review of the VCE examination timetable and associated assessment schedules
* training and monitoring of sessional staff appointed to mark VCE external assessments
* managing the marking of externally assessed VCE assessments including the GAT

**About the Area**The Data Management area is responsible for managing the examination and assessment data and providing technical support to assessors.  |

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|  **Role Purpose** |
| The Project Support Officer works as part of an on site team responsible for the management of external assessments and assessment data, and the provision of support to customers.  |

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| **Responsibilities** |
| The Project Support Officer is responsible for (but not limited to):* Customer support; providing assistance via multiple channels including phone, email, chat function, in person
* Following policies and procedures; documenting customer inquiries
* Preparing files, running reports, scanning forms and other administrative and data tasks
* Data entry and quality assurance checking
* Operating processing equipment including: photocopiers, scanners, storage devices
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| **Attributes** |
| The Project Support Officer will:* be driven, enthusiastic and able to set high standards in your work performance
* be a collaborative team player with a "can do" attitude
* have a willingness to learn and ability to adapt to changing priorities
* have strong attention to detail and the ability to follow instructions accurately and thoroughly
* be highly proficient in the use of computers
* have strong communication skills and the ability to engage with a variety of stakeholders to provide support
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| **Other Information:** |
| * The incumbent must declare any close relations and associations with a student or teacher (spouse/partner, sibling, child, grandchild, niece/nephew) either teaching the study or enrolled as a VCE and/or VET student in 2025.
* The incumbent must not have accepted a voluntary resignation or career transition package, e.g. Voluntary Departure Package (VDP), Voluntary Separation Package (VSP), Resignation Incentive Scheme (RIS) from a Victorian Government agency or department within the last three years.
* The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level. The incumbent will be based at a primary location of work at the VCAA Assessment Centre, Coburg.
* The incumbent shall carry out duties in accordance with legislation and governance requirements, policies and procedures, safety principles, code of conduct for Victorian public sector employees, and Victorian Public Sector Values
* All employees of the VCAA are required to have a current and satisfactory DE NCHRC, WWC or current VIT registration before they commence working with the VCAA
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| **Who May Apply:** |
| Individuals with the aptitude, experience and/or qualifications to fulfill the specific requirements of the position. |

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| **EEO AND OHS Commitment:** |
| Applicants seeking part-time employment are encouraged to apply for any position and, if they are the successful candidate, request a reduced time fraction. Such requests will be negotiated on a case-by-case basis and will be subject to the operational requirements of the VCAA.We are committed to the principles of equal opportunity, and diversity and inclusion for all. We value diversity and inclusion in all forms - gender, religion, ethnicity, LGBTIQ+, disability and neurodiversity. Aboriginal and Torres Strait Islander candidates are strongly encouraged to apply for roles within the VCAA. The VCAA recognises that the provision of family friendly, supportive, safe and harassment free workplaces is essential to high performance and promotes flexible work, diversity and safety across all our workplaces. It is our policy to provide reasonable adjustments for persons with a disability. [Workplace adjustment guidelines](https://www2.education.vic.gov.au/pal/disability-and-reasonable-adjustment/overview). |

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| **Capabilities:** |
| **Personal Attributes*** **Working Collaboratively:** Cooperates and works well with others in pursuit of team goals. Shares information and acknowledges others’ efforts. Steps in to help others where required.

**Meaningful Outcomes*** **Systems Thinking:** Understands and can identify how own work is part of a system that connects to and interacts with other processes, people and structures.
* **Continuous Improvement:** Contributes ideas toward improving the effectiveness of own work. Understands and delivers against the standards of quality and effectiveness and maintains this when faced with time pressure.

**Enabling Delivery:*** **Problem Solving**: Seeks resolution of problems through policy or process guidelines. Seeks guidance and uses logic to reason through problems.
* **Project Delivery**: Executes work tasks against project plan. Follows instructions and prioritises urgent tasks.

**Authentic Relationships*** **Stakeholder Management:** Responds to clients’ needs. Promptly follows through on inquiries, requests and complaints. Takes responsibility for correcting problems promptly.
* **Interpersonal Skills:** Polite, professional, and considerate when dealing with others.
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| **Selection Criteria:** |
| **Criterion 1:** Demonstrates the ‘Victorian Public Sector Values’ of Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership and Human Rights. **Criterion 2:** ‘Working Collaboratively’ – please see the Capabilities section above for more detail. **Criterion 3:** ‘Project Delivery’ – please see the Capabilities section above for more detail.**Criterion 4:** ‘Stakeholder Management’ - please see the Capabilities section above for more detail. |

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| **Child Safe Standards:** |
| The VCAA actively promotes the safety and wellbeing of all students, and all VCAA staff are committed to protecting students from abuse or harm in the school and corporate environment, in accordance with their legal obligations including child safe standards. VCAA Policy: [Child safe policy](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvcaa.vic.edu.au%2FDocuments%2Fcorppolicies%2FVCAA_Child_Safe_Policy.docx&data=05%7C01%7CBelinda.Too%40education.vic.gov.au%7Cccdaf58f068749a270b908db6c706a14%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C638223002302818721%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=XwKDDFXJiMtKb69WcpZnNHQocY0p7%2Blj5%2B2L%2Br19Wq0%3D&reserved=0) and  [Child safe code of conduct](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvcaa.vic.edu.au%2FDocuments%2Fcorppolicies%2FVCAAChildSafeCodeofConduct.docx&data=05%7C01%7CBelinda.Too%40education.vic.gov.au%7Cccdaf58f068749a270b908db6c706a14%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C638223002302818721%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ypQZoZdvMWYPzsg6Eo3gipjXM78biv0Mu1B660P%2F%2BvY%3D&reserved=0). |

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| **DE Values**  |
| The department's employees commit to upholding the department's Values: Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership and Human Rights. The department's Values complement each school's own values and underpin the behaviours the community expects of Victorian public sector employees, including those who work in Victorian Government Schools. Information on the department values is available at:<https://www2.education.vic.gov.au/pal/values-department-vps-school-employees/overview> |

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| **Conditions of Employment** |
| * All staff employed by the VCAA have access to a broad range of employment conditions and working arrangements.
* Appointment of successful applicants will be made subject to a satisfactory pre-employment conditions check.
* A probationary period may apply during the first year of employment and induction and support programs provided.

Detailed information on all terms and conditions of employment is available on the VCAA's Human Resources website at [Letter of Offer of Employment - Terms and Conditions](https://www.vcaa.vic.edu.au/Documents/workwithus/HR/LetterofOfferofEmployment-TermsandConditions.pdf) |