Digital Resources and Content Coordinator

POSITION NO 0062795

CLASSIFICATION UOM 6

SALARY $96,459 - $104,413 (pro rata for part-time)

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full time (1 FTE)

BASIS OF EMPLOYMENT Continuing

OTHER BENEFITS https://about.unimelb.edu.au/careers/staff-benefits

HOW TO APPLY Online applications are preferred. Go to http://about.unimelb.edu.au/careers, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’), then find the position by title or number.

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Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
**Acknowledgement of Country**

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

**Position Summary**

The Researcher Development Unit (RDU) is a strategic initiative within Chancellery (Research and Enterprise) (CRE) and was established to provide, coordinate and evaluate professional development for researchers at the University. The RDU supports researchers at all career stages, with a particular focus on graduate researchers, early-career researchers and mid-career researchers. The RDU works collaboratively with other researcher development providers as part of the ecosystem of research support at the University: these providers include faculties and schools, the Centre for the Study of Higher Education, Research Innovation and Commercialisation, and Student and Scholarly Services.

Reporting to the RDU Program Manager, the **Digital Resources and Content Coordinator** is responsible for the planning, creation, management and maintenance of learning and guidance resources, enabling high quality researcher development opportunities across the researcher ecosystem. The incumbent will be responsible for creating Canvas LMS shells, maintaining digital channels, contributing to internal and external webpage design, RDU promotional activities, newsletters as well as the generation of other digital content and assets. The Digital Resources and Content Coordinator works collaboratively with colleagues in the creation of program materials, internal guidance resources, digital assets, web content, event promotions and communications material, under direction from the Program Manager and Director.

**1. Key Responsibilities**

- Design and creation of digital supports that engage learners in signature programs developed by the RDU team, under direction from the Program Manager and Director.
- Create and deliver ongoing digital content through University systems (such as Canvas) and channels (including email lists and newsletters, RDU Events Portal, webpages and social media).
- Support RDU programs through communications and engagement activity, including sending promotional emails and responding to stakeholder enquiries.
Production of staff-facing resources for other University providers of researcher development opportunities, including guidance documents, templates and other digital assets as required.

Alignment of digital resources and content to RDU strategic objectives and in support of the Advancing Melbourne Agenda.

Maintain a visual direction and brand for the RDU that is consistent, recognisable and appropriate within The University of Melbourne brand guidelines.

Proactively engage with Academic Leads in the development of learning resources for RDU programs, including Canvas shells.

Collaborate respectfully with academics and professional staff of all levels to ensure mutually beneficial relationships with stakeholders.

Represent the RDU in stakeholder interactions, meetings and committees as needed.

2. Selection Criteria

2.1 ESSENTIAL

- Proven experience in the design and creation of learning resources, including Canvas LMS.
- High level writing and editing skills and evidence of content development for multiple channels, including email campaigns/newsletters, website and social media.
- Experience in digital media, communications, content creation and/or visual design.
- Strong track record of organisation and time management, including the ability to prioritise workloads across multiple initiatives and organise own work to meet deadlines while paying attention to detail.
- Excellent collaboration skills including a strong strategic focus while interacting with a diverse range of stakeholders.
- Demonstrated ability to maintain administrative systems, in particular workflow management and task tracking documentation.
- Proven ability to build and maintain positive working relationships with a variety of stakeholders, providers and customers.
- Demonstrated ability to work independently and collaboratively as part of a team, with a flexible and adaptable attitude to work in a team environment.

2.2 DESIRABLE

- A degree in Media, Communications, Learning Design, Education Design or similar with subsequent work experience or an equivalent combination of relevant experience and education/training.
- Experience and/or understanding of the research environment at the University and knowledge of current trends and issues in the higher education sector.

2.3 OTHER JOB RELATED INFORMATION

- Flexibility to work outside of business hours may be required on occasion.
3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Under the general guidance of the RDU Program Manager and Directors, the incumbent will operate independently in coordinating all elements of learning resources and communications and will be responsible for individual time management and prioritisation of tasks. The incumbent is expected to carry out day-to-day tasks independently, escalating tasks beyond their scope to the RDU Program Manager as required.

3.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent is expected to use initiative in prioritising work, balancing a range of tasks simultaneously and prioritising these efficiently. The ability to initiate work, take responsibility for decisions and use judgement to escalate complex issues in a timely manner is required to be successful in this role.

The incumbent will be expected to exercise sound judgement, apply common sense and knowledge of the workplace as well as relevant policies and processes in completing tasks. Complex issues or matters with urgency and sensitivity should be referred to the RDU Program Manager in a timely manner.

The Digital Resources and Content Coordinator is required to understand, interpret and communicate information in a manner that is appropriate to the intended audience. The incumbent will coordinate the RDU’s learning resources and portfolio of digital channels, and will therefore need to demonstrate sound judgment as to what and how information is communicated. In particular, it is critical to ensure that all messages are in line with the ethos of, and not potentially damaging to the RDU.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent must develop a good knowledge of the RDU’s strategic and operational plans and key priorities and deliverables to ensure a positive contribution to the continued positive reputation of the RDU.

A broad knowledge of University policies relating to research activities and a competent understanding of processes relevant to the administrative, financial and human resources aspects of the operation of a University unit is required to be developed for success in this role.

3.4 RESOURCE MANAGEMENT

The Digital Resources and Content Coordinator is responsible for efficient time management and effective use of work resources to deliver strategically aligned outcomes without compromising on quality.

3.5 BREADTH OF THE POSITION

The position acts across a range of operational activities associated with the RDU. The incumbent is required to undertake a wide range of tasks and to interact professionally and effectively with internal and external stakeholders.

It is expected that the position will have regular contact with academic and professional staff across the University, including senior University leadership.
4. Equal Opportunity, Diversity and Inclusion

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

5. Occupational Health and Safety (OHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. Other Information

6.1 ORGANISATION UNIT

The Chancellery (Research and Enterprise) (CRE) portfolio within the Chancellery Division is led by the Deputy Vice-Chancellor (Research) (DVC (R)) and works in partnership with Academic Divisions to achieve the University’s research ambitions. The DVC (R) is the accountable officer for research at the University ensuring research is conducted to the highest ethical standards and with a commitment to excellence.

In line with the University’s operating model, CRE leads work in the following key areas of activity under the Advancing Melbourne strategy:

• Research quality – Deliver the highest quality research across a broad range of disciplines

• Research capability – Attract, develop and retain quality researchers from around the world and nurture research careers (including graduate researchers)

• Research infrastructure – Provide access to a world class research environment
• Research collaboration – Develop beneficial collaborations and partnerships that bring together researchers with research partners
• Interdisciplinary research - Establish and support structures and processes that enable and foster interdisciplinary research
• Research Translation and Impact - Support researchers to translate and realise impact from their research.

6.2 BUDGET DIVISION

The Chancellery is led by the Vice-Chancellor and has a University-wide focus on:
• Delivering strategic leadership
• Allocating capital according to strategic priorities
• Developing and overseeing a business framework that includes appropriate financial and other organisational planning and controls
• Ensuring identity or brand is consistent with strategic intent and purpose; and
• Overseeing policies and initiatives that develop the academic and professional expertise of University staff members.

6.3 THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at http://about.unimelb.edu.au/careers

6.4 ADVANCING MELBOURNE

The University’s strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University’s commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.

We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.
We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.

We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne’s academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

6.5 GOVERNANCE

The Vice-Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at https://about.unimelb.edu.au/strategy/governance