Program Administrator: Events and Communications

POSITION DESCRIPTION

Centre for Mental Health Nursing
Melbourne School of Health Sciences
Faculty of Medicine, Dentistry and Health Sciences

POSITION NO 0046846
CLASSIFICATION UOM Level 6
SALARY $92,749 - $100,397
SUPERANNUATION Employer contribution of 17%
WORKING HOURS Full Time
BASIS OF EMPLOYMENT Fixed term to December 2026

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.

CONTACT FOR ENQUIRIES ONLY
Karen Scott
Tel +61 (0) 403849636
Email karen.scott@unimelb.edu.au

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 Program Administrator plays a key role in the effective functioning of the Centre for Mental Health Nursing (CentreMHN) within the Melbourne School of Health Sciences (MSHS). The Centre is funded by the Department of Health and Human Services and is a focal hub for Victoria’s mental health nursing workforce. The team is comprised of academic MHN specialists and academics working from perspective of MHN consumer lived experience. It conducts research projects and develops professional curriculum related to mental health nursing practice, with the aim of improving outcomes for consumers of mental health services. This dynamic and exciting position provides administrative support to the Centre Director, with a focus on supporting the Centre’s communication and event needs, and is the main liaison between the Centre, the wider MSHS professional staff team, Faculty and University Services departments.

The Centre engages broadly with the MHN Community and other stakeholders Statewide, and provides a calendar of significant professional development training programs, delivered across Victoria’s local and regional hospitals. You will be supporting the end-to-end delivery of a high-quality program of events, including seminars, workshops, an annual conference and other hosted events.

Drawing on your experience as a polished events and communication professional, you will play a pivotal role in delivering on the Centre’s internal and external communication strategy and will proactively seek out opportunities to promote CentreMHN engagement, teaching and research. You will also create and manage vibrant and engaging communication content across print, digital and multimedia platforms, including web, social media, online newsletters, short films, pod casts and written articles. Drawing on your interest in mental health issues, you will seek input from specialists and stakeholders in the field to report on industry related topics. Your ability to interpret and apply corporate branding and style guidelines will enable you to ensure all activities comply to editorial guidelines and brand architecture for the University of Melbourne.

Reporting to the Operations Manager with a dotted line to the Centre Director, you will embody the Faculty values of Respect, Accountability, Integrity, Compassion and Collaboration by acting in the best interest of your employer. You will display service excellence through striving to
deliver beyond expectations, taking ownership and working collaboratively as one team through connecting with people and building relationships both in your workplace and with key external stakeholders.

1. **Key Responsibilities**

- Act as the first point of contact for all CentreMHN telephone and email enquiries.
- Provide administrative support for all finance and people culture activities for the Centre.
- Actively contribute to relevant communities of practice to support information sharing, best practice and professional development.
- Any other duties commensurate with the position as directed by the Supervisor including but not limited to supporting the wider School’s event management needs.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5.

1.1 **PROGRAMS AND EVENTS**

- Coordinate the Centre’s educational and workforce development programs, including workshops, forums, conferences, and research programs.
- Prepare event specific budgets in consultation with the Director.
- Communicate effectively and in a timely way with speakers and diverse stakeholders, including senior government officials, international scholars and professionals.
- Organise travel and accommodation for facilitators, speakers and staff involved in the delivery of programs and events.
- Preparation of workshop materials.
- End-to-end event management, including management of registration responses, venue bookings, equipment, catering security/on-site support, preparation of promotional correspondence and web-based mail outs, collation of conference materials, abstracts, bios and sponsorship materials, coordination of function set up and pack away.
- Develop project plans, monitor and manage expenditure and activity against budget, and regularly and proactively report on status and progress.
- Line manage casual professional staff as required.
- Manage casual contracts and onboarding for casual academic contracts.

1.2 **MARKETING AND COMMUNICATIONS**

- Timely creation and management of vibrant high quality and engaging communication content across print, digital and multimedia platforms, including web, social media, online newsletters, short films, podcasts and written articles.
- Manage and enhance the Centre’s website to ensure that the site is dynamic with regularly refreshed content.
- Coordinate the Centre’s social media presence on relevant platforms to promote activities, increasing reach and engagement with new and existing stakeholders.
- Design research reports and in-house publications including copy editing, layout and coordination of printing and promotion. Ensuring all marketing and communication
activities comply with the University of Melbourne’s editorial guidelines and brand architecture.

Develop and deliver communications in a timely and effective manner

2. Selection Criteria

2.1 ESSENTIAL

- A degree with subsequent relevant experience, or extensive experience in a relevant field or an equivalent combination of relevant experience and/or education/training.
- Strong organisational and project management skills with the ability to set priorities and meet deadlines, with a proven capacity to work on multiple projects simultaneously and thrive in a fast-paced, changing environment.
- The ability to operate independently and exercise initiative and good judgement to ensure the timely delivery of programs and services.
- The ability to identify points of concern or contention, assess how these may be most effectively handled and the ability to exercise mature judgement and discretion when dealing with confidential and sensitive issues.
- Demonstrated experience supporting large-scale functions.
- Ability to write and produce online content, especially within a public relations or communications role.
- Experience designing for both digital and print including knowledge of Adobe software (InDesign, Photoshop, Illustrator), working within brand architecture and style guidelines, as well as working with designers and printing professionals.
- Demonstrated experience in developing and implementing end-to-end project management.
- Demonstrated ability to lead communications activities and programs of events.

2.2 DESIRABLE

- An interest in mental health and mental health issues. We welcome applicants with lived experience in interacting with the mental health sector.

2.3 OTHER JOB RELATED INFORMATION

- The position may require flexibility with hours in the lead up to and during key event periods.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Whilst reporting to the Operations Manager, MSHS, the incumbent will work closely with the Director of Engagement, the Head of Department of Nursing and all MHN staff, Victoria’s mental health nursing staff, and the Faculty’s Marketing & Communications team. The incumbent is expected to work with a high level of independence and be self-motivated and is expected to prioritise workloads and plan ahead. The position also demands initiative, the ability to work without direct supervision and the capacity to be an
effective team member within the broader School professional staff team, sharing expertise and resources and working closely with other staff.

3.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent is expected to exercise sound judgment and strong problem solving and analytical skills at an administrative level. The Program Administrator will be expected to demonstrate initiative in undertaking the responsibilities assigned to the position. Interpersonal skills and discretion of the highest order are required in this role. The capacity to collaborate to a high degree with staff, clients and key stakeholders in a range of areas will be required at all times.

The incumbent must have the capacity to anticipate and identify problems and assist in the development of sound solutions for consideration by the Operations Manager and other senior staff.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

This role will require the incumbent to perform tasks which require proficiency across the areas of payment, contracting, marketing and/or event management. The incumbent will require an excellent knowledge of the University’s policies and procedures, in particular how they interact with other related functions and how they can be adapted to achieve objectives without impacting on other areas. The incumbent will be required to comply with the standards set out in the Agreement between the University of Melbourne and the Department of Human Services.

3.4 RESOURCE MANAGEMENT

While this role is not ultimately responsible for budgeting, the successful applicant will be required to seek quotes which will in turn help inform budgets; be prepared to consider the financial impact of how programs are being undertaken; and asked to assist with reporting on the financial and other resources needed to complete required tasks.

3.5 BREADTH OF THE POSITION

The outcomes of this position impact on the status and reputation of the CPN, School of Health Sciences and the University of Melbourne within both the wider university community and external environment.

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

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

6. Other Information

6.1 MELBOURNE SCHOOL OF HEALTH SCIENCES

http://healthsciences.unimelb.edu.au/

Since its inception in July 2009, the Melbourne School of Health Sciences (MSHS) has created an inter-professional learning community at the forefront of leadership in health sciences education, clinical research, scholarship, professional practice, workforce training and knowledge exchange. The School is unique in its composition, including Departments of Nursing, Physiotherapy, Social Work, Audiology and Speech Pathology and Optometry and Vision Sciences.

Based in the Parkville precinct in the heart of Melbourne, the School’s highly skilled staff and students contribute to local, national and global efforts to improve health and wellbeing across these diverse disciplines by working closely with valued partners in Australia and worldwide.

The School educates graduate entry and post-graduate students through accredited programs tailored to workforce needs nationally and internationally, enabling them to be competent and effective health professionals who are work ready and eligible for registration. The School also trains experienced professionals to be leaders in their field and research higher degree students to be competent in clinical and basic research and evidence based practice to prepare them for research, clinical, professional or academic careers.
6.2 FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES

www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry & Health Sciences has an enviable research record and is the University of Melbourne’s largest faculty in terms of management of financial resources, employment of academic and professional staff, teaching of undergraduate and postgraduate (including research higher degree) students and the conduct of basic and applied research. The Faculty’s annual revenue is $628m with approximately 55% of this income related to research activities.

The Faculty has a student teaching load in excess of 8,500 equivalent full-time students including more than 1,300 research higher degree students. The Faculty has approximately 2,195 staff comprising 642 professional staff and 1,553 research and teaching staff.

The Faculty has appointed Australia’s first Associate Dean (Indigenous Development) to lead the development and implementation of the Faculty’s Reconciliation Action Plan (RAP), which will be aligned with the broader University – wide plan. To enable the Faculty to improve its Indigenous expertise knowledge base, the Faculty’s RAP will address Indigenous employment, Indigenous student recruitment and retention, Indigenous cultural recognition and building partnerships with the Indigenous community as key areas of development.

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