**Program Officer, Student Life**

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<thead>
<tr>
<th>POSITION NO</th>
<th>0049453</th>
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<tbody>
<tr>
<td>CLASSIFICATION</td>
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</tr>
<tr>
<td>SALARY</td>
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<tr>
<td>SUPERANNUATION</td>
<td>Employer contribution of 17%</td>
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<tr>
<td>EMPLOYMENT TYPE</td>
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<td>BASIS OF EMPLOYMENT</td>
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<td>OTHER BENEFITS</td>
<td><a href="http://www.hr.unimelb.edu.au/careers/info/benefits">www.hr.unimelb.edu.au/careers/info/benefits</a></td>
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<td>HOW TO APPLY</td>
<td>Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.</td>
</tr>
<tr>
<td>CONTACT FOR ENQUIRIES ONLY</td>
<td>Beck Pope, Team Leader, Advising and Mentoring</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:beck.pope@unimelb.edu.au">beck.pope@unimelb.edu.au</a></td>
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<td>Please do not send your application to this contact.</td>
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For information about working for the University of Melbourne, visit our website: [www.hr.unimelb.edu.au/careers](http://www.hr.unimelb.edu.au/careers)
Acknowledgement of Country

The University of Melbourne acknowledge the Elders, and descendants of the Wurundjeri people who have been and are the Custodians of these lands. We acknowledge that the land on which we meet was the place of age-old ceremonies, of celebration, initiation and renewal, and that the local Aboriginal peoples have had and continue to have a unique role in the life of these lands.

Position Summary

In 2019, the Student Life White Paper was released and represents one significant body of work underway to strengthen the Melbourne student experience. It makes a series of commitments to deepen the relationship between the University and its undergraduate students. Six Signature Initiatives have been developed to enhance key areas of student life. The implementation of these initiatives are currently underway across the university. While the Signature Initiatives are whole-of-university programs, the implementation will ensure they are tailored to the needs of specific cohorts and the distinctive contexts of each degree program.

The Student Belonging and Communications team within the Faculty of Business and Economics deliver a portfolio of work to ensure the Faculty's undergraduate and post-graduate students are connected, successful and feel a sense of belonging and purpose throughout their university journey, from commencement through to completion and graduation. Under the broad direction of the Team Leader, Advising and Mentoring, the Program Officer works to ensure the smooth operational delivery of the University's Advising and Mentoring program for student cohorts within the Faculty of Business and Economics.

In collaboration with the Team Leader, the role is involved in the delivery of a series of evolving large-scale cyclic activities that focus on connecting commencing undergraduate students with a cohort of peers and a later year peer mentor. The role is also responsible for the administrative programing required to facilitate Academic Advising within the Faculty.

As a university-wide undergraduate student focused initiative, the Program Officer works closely with Student and Scholarly Services, and with peers delivering comparable activities across all in-scope academic divisions. This work context allows these programs to be delivered in a way that achieves an overall consistency and quality, balanced against the local context and requirements expected in a large, comprehensive university with diverse faculty operating environments.

1. Key Responsibilities

- Working with the Team Leader, Advising and Mentoring to implement the programs, including the provision of administrative support, to enable the professional development and support of faculty-based Academic Advisers, and the recruitment, selection, training, and engagement of student Peer Mentors.

- Supporting the Faculty's day-to-day and annual cycle of Advising and Mentoring operational activities, working collaboratively with the broader Student Life stakeholder groups to understand data, systems, operations, and event requirements and align the management and delivery of operations accordingly.

- Working with faculty colleagues to ensure the development and delivery of faculty-specific communications plans and resources for the Advising and Mentoring programs, including supporting the preparation of faculty-specific content.
• Working closely with the Communications Manager in FBE, ensure the Faculty website and other local student facing channels has current accurate information in relation to mentoring and advising programs.

• Provide end to end organisation for the Advising and Mentoring programs within the Faculty, including event management in collaboration with the FBE Student Experience team, actively reporting, evaluation, and financial administration.

• Analyse and report on student and program data such as student engagement and feedback, to continuously improve student experience.

• Provide effective support to Academic Advisers, including the matching of undergraduate students to individual advising appointments, and the provision of support to both staff and students to enable their effective engagement with the Academic Advising initiative.

• Provide practical operational support to Peer Leaders and Peer Mentors, enabling them to take the lead in providing a positive mentoring experience to their group of mentees.

• Oversee the transition and user acceptance of all system and process solutions into the Faculty Advising and Mentoring team.

• Contribute to a best practice and expert network of staff who support Student Life activities, to ensure best practice is identified and consistently applied.

• As part of the broader student support team, contribute to and support the Faculty’s wider delivery of student experience activities as required.

• Occupational Health and Safety (OH&S) responsibilities as outlined in section 5.

2. Selection Criteria

2.1 ESSENTIAL

- The appointee will have a minimum bachelor level degree with subsequent relevant experience; or extensive experience and specialist or broad knowledge in administrative fields; or an equivalent combination of relevant experience and education/training.

- Demonstrated experience working collaboratively as part of a team to support a range of stakeholders,

- Demonstrated experience in planning and providing administrative support to successfully deliver programs within a university (or similar) setting, including applying high-level problem-solving skills.

- Excellent oral and written communication skills, with an ability to communicate with diverse stakeholder groups.

- Demonstrated ability to prioritise, meet deadlines and work efficiently and accurately in a busy and complex environment.

- Demonstrated experience using CRM software, ideally to manage communications, events and undertake data analysis.

- Results-focused with the ability to apply adaptive reasoning, sound judgment and critical thinking, escalating issues as appropriate, and identifying trends and issues for exceptional service delivery.
22 DESIRABLE

- Demonstrable understanding of the academic and contextual issues facing students
- Communications and marketing background or interest.
- Some experience of, or exposure to Project Management

23 OTHER JOB RELATED INFORMATION

- This position requires the incumbent to hold a current and valid Working with Children Check.
- Work outside of normal business hours is required from time to time for specific functions.
- Given the format of the activities this role is engaged with, some restrictions regarding the timing of annual leave will be required, particularly during the start of each undergraduate semester.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

This position works under broad direction of the Team Leader, Advising and Mentoring.

The position will be physically located in the Faculty of Business and Economics and will work directly with academic and professional staff colleagues in the Faculty to deliver the position accountabilities described in this position description.

This operating environment will require a high-degree of collaboration and influence amongst colleagues, noting the differences between supervisory relationships, key stakeholder relationships, and the best interests of students.

The position therefore requires a high degree of team-work and initiative, with the capacity to effectively determine when to seek direction and when to act independently.

32 PROBLEM SOLVING AND JUDGEMENT

The position supports the delivery of university wide student life initiatives and supports the Faculty to tailor these activities to the local context. The capacity to contribute to a team environment and participate in collaborative problem-solving and the sharing of good practices is essential.

The position also requires strong communication and interpersonal skills, with the capacity to use professional judgement to determine the best application of common and broadly consistent procedures and practices to the best effect in a diverse faculty context.

33 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent will require knowledge of local and University policies, procedures and protocols and is expected to have or to develop a comprehensive knowledge of student experience activities and support services available to students.
34 RESOURCE MANAGEMENT

The incumbent directly manages their own time resources and will bring to the attention of the Team Leader Advising and Mentoring the requirement for any additional resources or tools.

35 BREADTH OF THE POSITION

The Program Officer covers a range of duties and functions that encompass areas directly related to the administration of high-quality programs focused on enhancing the student experience.

This requires the incumbent to effectively contribute to both the ongoing process and procedures for administering these initiatives and enabling their effective local delivery, with a keen focus on continuous improvement both in terms of resource utilisation and the positive contribution these initiatives make to the student experience.

The position is part of a larger network of professional staff supporting the delivery of the University-wide Academic Advising and Peer Mentoring signature initiative and the broader Student Life initiatives.

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 of 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 to Managers and Supervisors and other Personnel.

6. **Other Information**

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

6.1 **ORGANISATION UNIT**

In 2019, the Student Life White Paper was released and represents one significant body of work underway to strengthen the Melbourne student experience. It makes a series of commitments to deepen the relationship between the University and its undergraduate students. Six Signature Initiatives have been developed to enhance key areas of student life. These will be implemented in 2020-2021. While the Signature Initiatives are whole-of-university programs, the implementation will ensure they are tailored to the needs of specific cohorts and the distinctive contexts of each degree program.

The next phase of planning will turn to the needs of graduate students and the University community is also having a broader conversation about its vision, purpose, and values as part of the development of the next University strategy to guide the institution through to 2030. A core element of the strategy discussion is consideration of what it means to place students at the heart of the University.

6.2 **BUDGET DIVISION**

The Faculty of Business and Economics at the University of Melbourne has been preparing students for exciting and challenging careers in industry since 1924. We have developed an outstanding reputation, locally and internationally, for the quality of our teaching and research. The Faculty has an active board of business leaders, government representatives and community leaders who contribute to the implementation of our vision.

Further information about joining the Faculty is available here

https://fbe.unimelb.edu.au/about/join-fbe
Organisational Structure

The Faculty is home to Melbourne Business School (MBS) and to six teaching and research departments:

- Accounting
- Business Administration
- Economics
- Finance
- Management and Marketing
- Melbourne Institute of Applied Economic and Social Research
- Melbourne School of Professional and Continuing Education

The Faculty has the following student and academic support centres:

- Academic Support Office.
- Student Experience and Experiential Learning.
- Research Development Unit.
- The Williams Centre for Learning Advancement.

The Faculty is supported by the following Professional Services Units:

- Finance
- Human Resources (including OHS)
- Marketing and Communications
- Service Level and Facilities Management
- Quality Office

The Faculty also hosts two University-wide initiatives:

- The Melbourne School of Professional and Continuing Education (MSPACE) which provides support to all Academic Directors for their existing professional, continuing and executive education programs, and operates with a specific whole-of-institution mandate to significantly expand the University’s professional, continuing, and executive education offerings.

- The Melbourne Entrepreneurial Centre (MEC) which brings together a number of programs to focus a range of activities aimed at developing an entrepreneurial culture at the University of Melbourne.
Our Programs

There are about 11,000 students enrolled in undergraduate and graduate degrees within the Faculty.

The Bachelor of Commerce is one of the most sought-after business courses in Australia. From 1 May 2013 all graduate programs in business and economics are offered through Melbourne Business School. Melbourne Business School offers a full suite of professional masters programs for those with little work experience right through to the MBA suite. It is also the home of leading research masters degrees and the PhD.

Our Graduates

Since the Faculty was established, it has produced over 53,000 graduates. Many of our alumni now occupy senior positions in business, government, and academia, in Australia and around the world.

Further information about the Faculty is available at www.fbe.unimelb.edu.au

63 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

64 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.

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