Melbourne Dental School  
Faculty of Medicine, Dentistry and Health Sciences  

Academic Programs Officer  

POSITION NO  
0061472  

CLASSIFICATION  
UOM Level 5  

SALARY  
$79,961 - $91,844 (pro rata for part-time)  

SUPERANNUATION  
Employer contribution of 17%  

WORKING HOURS  
Part-time (minimum 0.6 FTE) and full-time (1 FTE) opportunities available  

BASIS OF EMPLOYMENT  
Multiple positions (Continuing/Fixed Term)  

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  
Amy Kreitals  
Email amy.kreitals@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 Academic Programs Officer is a member of the Academic Programs Team in the Melbourne Dental School. The team works collaboratively to deliver a range of effective and efficient administrative support functions to academic staff and students across the School.

Under direction of the Academic Programs Manager, the position supports the day-to-day administration of all degree programs, administration of the timetable and maintenance of relationships with key stakeholders. The position informs and guides the student and academic community on relevant guidelines and procedures, and escalates more complex matters to the relevant Academic Programs Coordinator or Academic Programs Manager.

This position works in coordination and alignment with Faculty Services, University Services.

1. Key Responsibilities

1.1 ACADEMIC PROGRAM ADMINISTRATION

- Administrative support to enable a smooth delivery of the student lifecycle: orientation, enrolments, timetabling, LMS support, assessment, results, progression, assessments and examinations, and completions.
- Administrative support for special consideration, Board of Examiners, academic progress and misconduct and other issues providing timely and accurate advice to academics and ensuring compliance with University policy.
- Administrative support for interviews for student selection as required.
- Provision of advice to staff and students on student and program related policies and procedures and student administration processes and timelines.

1.2 PLANNING, COORDINATION AND SUPPORT

- Work collaboratively with members of the Academic Programs team, promote a supportive work environment, and foster a commitment to teamwork.
Provide executive support to Board of Examiner meetings and School committees as required.

Provide administrative support for and participate in student events, including the MDS Prize Ceremony, Open Day and information sessions.

Provide administrative support for Student Life activities such as the peer mentor program.

Assist in the development of administrative processes by reviewing existing procedures promoting a cycle of continuous improvement.

1.3 INNOVATION AND EXCELLENCE

Review and reflect on current practices, processes, and procedures through a lense of continuous improvement and innovation.

Resolve queries accurately and in a timely manner ensuring provision of quality advice and guidance.

1.4 OTHER RESPONSIBILITIES

Coordinate and/or assist with administrative support across the team’s portfolio as required by the Academic Programs Manager.

1.5 RESPONSIBILITY AND COMPLIANCE

Maintain a sound knowledge of current University Policy and Procedures, and reliably follow these or provide compliant advice to others;

Ensure a thorough understanding of all contractual commitments and deliverables and the legal and regulatory frameworks referenced.

Reliably follow communications protocols and/or policies as appropriate.

Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Section 5.

Behavioural Expectations - All staff are expected to maintain the following behaviours:

- Treat everyone equitably; act fairly with staff and demonstrate respect for diversity.
- Be an effective team player who is cooperative and gains the trust and support of staff, peers, and clients through collaboration.

2. Selection Criteria

2.1 ESSENTIAL

A completed degree with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.

Demonstrated experience in an administrative role that required coordination of a range of complex functions in alignment to detailed policies and procedures.

Effective organisational and problem-solving skills, including the ability to manage your time effective to respond to multiple functions and meet competing deadlines (to work proactively and plan ahead).
High-level interpersonal, written, and verbal communication skills including a strong customer service ethic, the ability to provide advice and support to a range of stakeholders at all levels, and the production of high-quality documents and publications.

Ability to work independently on a diverse range of activities while remaining an active member of a larger team.

Highly developed computer literacy, including advanced use of MS Office suite, particularly Word and excel, and experience with other applications such as Qualtrics and Zoom.

2.2 DESIRABLE

Knowledge of the University or other tertiary education environment.

A high level of initiative and drive with a demonstrated ability to provide input into planning processes and procedures to support continuous improvement and positive organisational outcomes.

Proficient in the use of ‘StudentOne’ or an equivalent ‘Student and Client management system’ or a ‘Canvas’ Learning Management System (LMS).

Experiencing in managing frontline enquiries.

2.3 OTHER JOB-RELATED INFORMATION

This position requires the incumbent to hold a current and valid ‘Police Check’ and ‘Working with Children Check’.

Occasionally required to work out of hours assisting with functions, meetings, or Student related events such as Open Day etc.

Annual leave must be taken at a time which accommodates the peak workflows of the area.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Academic Programs Officer works under broad direction and is expected to work both independently and collaboratively with the team. The Academic Programs Officer is responsible for prioritising their own day to day work and for liaising effectively with key academic and school staff.

3.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent is expected to resolve problems using judgement, common sense, and a broad interpretation of existing policies, and to adapt or implement new procedures to reflect changes in University strategy, policy or procedure. This may involve the interpretation of policy which has an impact beyond the immediate work area.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent is expected to develop a strong understanding of tertiary level academic administration, and to apply professional knowledge and skills to assess the best approach to
a given task. A thorough knowledge of the structures and processes of the School, as well as across the University will be required to be developed.

3.4 BREADTH OF THE POSITION

The position supports the activities of the Melbourne Dental School and will interact with the broader Faculty of Medicine, Dentistry and Health Sciences, as well as University, external bodies, and students, as required. The Academic Programs Officer will need to interact effectively and appropriately with a wide range of staff at all levels, both internal and external to the university.

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 MELBOURNE DENTAL SCHOOL

www.dental.unimelb.edu.au
The Melbourne Dental School has a strong tradition in dental research and an established international reputation in several research areas. Research in the School is an integral component of staff and student activities underpinning both the undergraduate and graduate curricula. The major research activities of the school are conducted via three Divisions and four major research groups, which range translational biomedical science to clinical studies, pedagogical research. The Head of School joined the University of Melbourne in 2020 and is leading a programme of change within the School focusing on strategic reviews of education, research and organisational structure, known as MDS'25.

6.2 FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES

www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry and Health Sciences (MDHS) is Australia’s pre-eminent medical, health sciences and biomedical faculty and is recognised for its research, teaching, training, and policy leadership across all these fields.

The Faculty employs more than 3,000 staff, attracts more than 8,300 students each year and comprises six schools; 37 departments, centres and institutes; and 160 courses.

A large portion of our workforce work in hospital-based departments. We also have over 5,000 honorary staff including hospital-based staff and those in partner research institutes. Our people publish more than 10,000 peer reviewed publications every year and more than 50% of these include an international co-author.

In 2021 our research income was approximately 400M, comprising over 62% of research income for the University of Melbourne and conducting approximately 47% of all research across the University.

We are Australia’s overall leader in clinical and health, ranked 14th globally in 2022 by the Times Higher Education World University Rankings. The 2023 Academic Ranking of World Universities ranks the University of Melbourne as first in Australia in clinical medicine (14th internationally), public health (12th internationally), human biological sciences and medical technology.

The University educates more health professionals, graduates, research and higher degree students and attracts more national competitive funding than any other Australian university. The Faculty offers a suite of professional entry masters level graduate programs, including the Doctor of Medicine (MD), the Doctor of Dental Surgery (DDS), and the Doctor of Physiotherapy (DPT) in addition to a range of graduate level programs such as the Master of Public Health, Master of Primary Health Care, Master of Social Work, Master of Clinical Audiology, Master of Speech Pathology, Master of Clinical Optometry, and many more in nursing, social work, health sciences and psychology.

Over 1,400 graduate research students conduct research supervised by over 2,300 staff and honoraries across the Faculty’s six schools and in affiliated health services and research institutes. University departments are embedded in a range of health services including the Austin Hospital, Northern Hospital, Royal Melbourne Hospital, St Vincent’s Hospital, The Royal Women’s Hospital, Royal Children’s Hospital, Western Hospital, Mercy Hospital and rural partners such as Goulburn Valley Health.

Our strategic plan, Advancing Health 2030, sets out a unifying vision for the Faculty to meet the challenges of a changing world and continue to make an impact on the health and wellbeing of our communities. The strategy has been designed to support and bring to life the University’s overall Advancing Melbourne strategy. Read more at: https://mdhs.unimelb.edu.au/advancing-health-2030

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