**Student Experience Officer**

<table>
<thead>
<tr>
<th>Position No</th>
<th>0057069</th>
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<tbody>
<tr>
<td>Classification</td>
<td>UoM 6</td>
</tr>
<tr>
<td>Salary</td>
<td>$96,459 - $104,413 per annum</td>
</tr>
<tr>
<td>Superannuation</td>
<td>Employer contribution of 17%</td>
</tr>
<tr>
<td>Employment Type</td>
<td>Full-time</td>
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<tr>
<td>Basis of Employment</td>
<td>Fixed Term until May 29, 2026</td>
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<tr>
<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>
</tr>
<tr>
<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>
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**Contact for enquiries**

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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 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 Student Experience Officer is part of the Student Experience team within the Faculty’s Learning and Teaching Unit. Reporting to the Team Leader, Advising and Mentoring, the Student Experience Officer will coordinate and support multiple UG and PG initiatives across the Faculty with a focus of improving students’ sense of belonging and engagement, including Honours Alumni Mentor Program, MDHS Mentoring Program, Chancellor’s Scholars Mentoring Program, Melbourne Peer Mentor Program and Academic Advising.

The Student Experience Officer will contribute to innovative, high impact and high-quality programs that equip students with job-ready skills and attributes and enable students from all backgrounds to succeed. The Officer will proactively contribute to the cohesion and effective function of the team, while ensuring there is good communication and coordination of activities and programs.

This role is required to collaborate with students, alumni and the MDHS community, strengthening connections across the Faculty and ensuring students are at the heart of everything we do. The Student Experience Officer works with the broader Student Experience team including Student Interns to deliver a portfolio of work that enables a thriving student experience culture guided by the priorities outlined in the Faculty’s Advancing Health 2030 strategy and includes coordinating student events and a bi-monthly newsletter to all MDHS students.

In the Faculty of Medicine, Dentistry and Health Sciences (MDHS) we aspire to be a place where both students and staff are connected in a community of scholarship dedicated to understanding, challenging, and sharing knowledge through open inquiry. In Advancing Health 2030 the Faculty has committed to ensuring that students are at the heart of our Faculty. Not only are we committed to providing an outstanding learning and teaching experience, but we also want to ensure that all our students feel a strong sense of belonging and engagement.

We invest in developing the careers and wellbeing of our students and staff and expect all to live by our Faculty Values of:

- Collaboration
- Compassion
- Respect
- Integrity
- Accountability

More information can be found here:

Advancing Health 2030: https://mdhs.unimelb.edu.au/advancing-health-2030
1. **Key Responsibilities**

1.1 **PROGRAM COORDINATION AND SUPPORT**

- Work closely with the Faculty’s Advising and Mentoring Coordinator to implement and enhance the Faculty’s advising and mentoring programs.
- Work closely with the Academic Lead, Student Experience and Schools to develop, implement and continuously improve student experience and engagement activities.
- Coordinate Faculty enrichment events, workshops and activities that equip students with job-ready skills and attributes and/or create a connected MDHS community that is cross-disciplinary.
- Develop and implement student program communications via student newsletters, canvas communities, social media and EDMs.
- Conduct surveys and focus groups to support Faculty program evaluations; and analyse and report on student and program data for continuous improvement.
- Develop and maintain resources to support students, mentors and advisers in delivery of all Faculty programs.
- Manage student, mentor and adviser enquiries through various systems including email and OneCRM; and escalating enquiries to appropriate services or Faculties as required.
- Promote, recruitment, selection, training, matching and engagement of mentees and mentors in Honours Alumni Mentor Program.
- Promotion, recruitment, selection and ongoing engagement management for mentees in the MDHS Mentoring Program.
- Recruitment, selection and ongoing engagement management for mentees and mentors in the Chancellor’s Scholars Mentoring Program.
- Supervise Student Interns who are supporting the mentoring programs.
- Work closely with colleagues in the Advising and Mentoring team to produce a bi-monthly newsletter to MDHS students.
- Ensure the Faculty website and other local student facing channels has current accurate information in relation to mentoring and advising programs.
- As part of a broader student experience team, contribute to and support the Faculty’s wider delivery of student experience activities as required.

2. **Selection Criteria**

2.1 **ESSENTIAL**

- The appointee will have a 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, ideally in a student and/or academic services context.
Demonstrated experience in delivering cyclical administrative support for programs within a university or customer service setting, including applying high-level problem-solving skills.

Strong proficiency and attention to detail in administering large multi-cohort programs using enterprise systems (including Salesforce and Microsoft Excel) to monitor engagement, manage enquiries, manage relationships, identifying trends and issues, reporting, and escalating issues as appropriate.

Excellent oral and written communication skills, with an ability to communicate to diverse student, staff and/or stakeholder groups.

Demonstrated commitment to improving the student/client/customer experience with a focus on connection, belonging and/or wellbeing.

2.2 DESIRABLE

- Experience working in a tertiary education setting to improve the student experience.
- Knowledge of the University of Melbourne’s systems, policies and procedures.
- Some experience of, or exposure to project management methodologies.

2.3 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.
- To deliver key program milestones there are annual leave restrictions during the start of each undergraduate semester (i.e. staff will be required to work during February, March, July and August).

2.4 OCCUPATIONAL HEALTH AND SAFETY (OH&S)

- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

This position works under broad direction of the Advising and Mentoring Coordinator in the Faculty of Medicine, Dentistry and Health Sciences.

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.

3.2 PROBLEM SOLVING AND JUDGEMENT
The position supports the delivery of university wide student life undergraduate initiatives and supports the Faculty to tailor these activities to the local context. The position will also support the development of local initiatives designed to enhance the graduate coursework student experience. 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.

3.3 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.

3.4 RESOURCE MANAGEMENT

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

3.5 BREADTH OF THE POSITION

This position covers a range of duties and functions that encompass areas directly related to the administration of high-quality programs focussed 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.

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 University’s People Strategy 2015-2020 and policies that address 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 Growing Esteem.

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 FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES
Faculty of Medicine, Dentistry and Health Sciences (https://mdhs.unimelb.edu.au/about)

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 8,300 equivalent full-time students including more than 1,100 research higher degree students. The Faculty has approximately 3,000 staff comprising 800 professional staff and 2,200 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.

Our values

The Faculty of Medicine, Dentistry and Health Sciences works to improve the health and wellbeing of the communities it serves. We invest in developing the careers and wellbeing of our students and staff, fostering a culture that supports us all to do our best work. We are guided by our values in our pursuit of excellence: Collaboration & Teamwork, Compassion, Respect, Integrity, and Accountability.

6.2 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.
6.3 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.

6.4 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 www.unimelb.edu.au.