# POSITION DESCRIPTION

## Student and Scholarly Services
### Chief Operating Officer Portfolio

## Coordinator, Quality Assurance & Compliance (Student Administration)

<table>
<thead>
<tr>
<th>POSITION NUMBER</th>
<th>0048603</th>
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<tbody>
<tr>
<td>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</td>
<td>UOM 8 - $115,137- $124,622 per annum (pro rata for part-time)</td>
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<tr>
<td>SUPERANNUATION</td>
<td>Employer contribution of 17%</td>
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<tr>
<td>WORKING HOURS</td>
<td>Full Time (1 FTE)</td>
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<tr>
<td>BASIS OF EMPLOYMENT</td>
<td>Continuing</td>
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### HOW TO APPLY
Go to [http://about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers), under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

Indigenous applicants are encouraged to apply.

### CONTACT FOR ENQUIRIES ONLY
Lucy O'Brien  
Tel +61 3 8344 6183  
Email [leobrien@unimelb.edu.au](mailto:leobrien@unimelb.edu.au)  

*Please do not send your application to this contact*

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For information about working for the University of Melbourne, visit our website: [about.unimelb.edu.au/careers](http://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.

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

Find out more about the University’s strategy, ‘Growing Esteem’, at http://about.unimelb.edu.au/strategy-and-leadership

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio is responsible for the University’s budget and financial performance, and the management of its property and capital. It also delivers efficient and effective shared services in support of all aspects of the University’s business.

The COO Portfolio is comprised of eight sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.
- Business Services
- Finance
- Legal and Risk
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

**STUDENT AND SCHOLARLY SERVICES**

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.
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 deserve to service for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:
The Coordinator, Quality Assurance & Compliance will play an oversight role working with the Director, Student Administration and the Student Administration Leadership Team to implement and monitor legislative and compliance obligations across administrative areas/processes for current students.

In this role, you will support the implementation of an enhanced current students and academic programs compliance framework consistent with best practice models and relevant Australian and international standards. In particular, you will be responsible for enhancing a risk-based approach to meeting compliance obligations and on creating a coordinated approach to current students compliance within Student Administration which will position the portfolio as an advisory and assurance function with strong links to responsible officers and functional areas across the University and externally. You will also provide support to organisational areas required to implement procedures to meet new compliance obligations and will review existing procedures to ensure that they are appropriate and proportionate. This position will further be responsible for providing advice, guidance and support to policy owners in the development and review of University policy where they relate to current student and academic program compliance obligations.

Excellent stakeholder, interpersonal and coordination skills, high level communication and planning abilities, advanced policy and analytical capabilities and an orientation for quality assurance and risk management is required to be successful in this role.
Reporting line: Director, Student Administration
No. of direct reports: 0
No. of indirect reports: 5
Direct budget accountability: N/A

**Key Dimensions and Responsibilities:**

**Task level:** Extensive

**Organisational knowledge:** Extensive

**Judgement:** Extensive

**Operational context:** Works across the University, across Student Administration, supports Academic Divisions and liaises with external stakeholders and bodies.

**OH&S and compliance:** 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. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at [http://safety.unimelb.edu.au/topics/responsibilities/](http://safety.unimelb.edu.au/topics/responsibilities/).

Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

**Core Accountabilities:**

This will include the following responsibilities:

- Ensure compliance activities across the Student Administration portfolio are aligned, consistent and represent best practice – including ESOS, CGS and Fees Compliance, JRGP, TCSI reporting etc.

- Liaise with the Academic Secretary to ensure UoM Policy appropriately reflects legislative requirements as they relate to current students and academic programs, including when they change or are updated.

- Maintain and update a risk register regarding student, curriculum and reporting compliance and identify actions to manage, mitigate or remove.

- Work in partnership with the Risk and Assurance team in Legal & Risk to ensure risk, compliance and assurance activities related to the Student Administration portfolio are periodically reviewed, updated, monitored, actioned and included in the appropriate registers/systems.

- Key contact point for compliance matters in Student Administration, liaising with government departments, external reviewers/auditors, UoM Government Relations, Legal & Risk, Business Services and the relevant business units.

- Develop a timeline of compliance activities, identify training and other needs, and maintain a
roadmap of incoming compliance and reporting requirements and liaise with the relevant business, systems and Chancellery teams re implementation.

- Contribute to University and external reviews/audits of student reporting and program quality assurance and compliance – including CRICOS registration, TEQSA, Course and Program Reviews and reporting audits.
- Provide advice to the Director Student Administration and the Student Administration Leadership team on compliance and reporting requirements, staff capability uplift, training needs and best practice.
- Provide advice to Senior Management and Executives on compliance risk, issues and recommendations for possible solutions.
- Represent Student Administration on appropriate compliance and quality assurance committees and working groups related to the portfolio.
- Liaise with Academic Applications on technology requirements for compliance activities and reporting and ensure effective prioritization and tracking of these items in partnership with the key functional teams.
- Develop and manage effective strategic and collaborative working partnerships with key stakeholders within Student and Scholarly Services, Legal & Risk, Business Services, Chancellery and Faculties in order to successfully coordinate and ensure best practice in current student and academic program compliance activities across the University.
- Oversee compliance and quality assurance management, in line with requirements under the University’s risk management framework including OH&S.

Selection Criteria:

Education/Qualifications

1. Education, training and/or relevant experience equivalent to postgraduate qualifications or progress towards postgraduate qualifications in a relevant field with extensive relevant experience.

Knowledge and skills:

2. Demonstrated ability to interpret legislation and policy in order to provide accurate and timely advice.
3. Demonstrated track record in the implementation of governance or compliance functions within a large, complex and diverse organisation.
4. Demonstrated highly developed written communication skills, with demonstrated policy development skills and the ability to research and prepare a range of complex documents,
presentations and communications.

5. Demonstrated initiative and the ability to undertake high-level strategic analysis, including the ability to work independently to organise and direct complex and long-term projects to meet deadlines.

6. Demonstrated highly developed interpersonal communication skills including experience in liaising with internal and external stakeholders at a variety of levels, negotiating outcomes and taking a consultative approach to achieve positive outcomes.

7. Demonstrated attention to detail and a high degree of accuracy with minimal supervision.

8. Demonstrated ability to respond appropriately to sensitive information and situations; including demonstrated diversity and inclusion knowledge, cultural sensitivity and cross cultural communication skills.

Other job related information:

- High level competence required in being able to successfully and appropriately liaise with a wide range of University and external stakeholders, including academics and professional staff and government departments and agencies.
- Other tasks and responsibilities as directed by the Student Administration portfolio.