Senior Coordinator, Academic Advising

<table>
<thead>
<tr>
<th>POSITION NUMBER</th>
<th>0052740</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</td>
<td>UOM 8 - $110,709 - $119,829 p.a. (pro rata for part time)</td>
</tr>
<tr>
<td>SUPERANNUATION</td>
<td>Employer contribution of 17%</td>
</tr>
<tr>
<td>WORKING HOURS</td>
<td>Full Time (1 FTE)</td>
</tr>
<tr>
<td>BASIS OF EMPLOYMENT</td>
<td>Continuing</td>
</tr>
</tbody>
</table>

**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.

**CONTACT FOR ENQUIRIES ONLY**

Reem Hasib  
Tel +61 0415 907 835  
reem.hasib@unimelb.edu.au

*Please do not send your application to this contact*
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne would like to acknowledge and pay respect to the Traditional Owners of the lands upon which our campuses are situated, the Wurundjeri and Boon Wurrung peoples, the Yorta Yorta Nation, the Dja Dja Wurrung people. We acknowledge that the land on which we meet and learn 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.

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, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for the University's budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of six 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.
STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services (SASS) 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 desire to strive for excellence.

ABOUT THE ROLE

Position Purpose:

The Senior Coordinator, Academic Advising, leads university-wide program operations to ensure the successful, scalable and sustainable delivery of the Academic Advising at Melbourne program. Academic Advising connects students with a supportive mentor from their faculty or degree through a series of personalised one-on-one meetings, starting in the second semester of their studies. The program aims
to build connections between students and their adviser through conversations about their learning, experience and goals.

The role works collaboratively with colleagues in several service areas of the Chief Operating Officer portfolio, particularly Business Services and Student Administration, as well as with professional and academic staff across the Academic Divisions, coordinating an annual operating cycle of work that includes large-scale key program outputs and overseeing implementation against agreed timelines, milestones and tasks.

The Senior Coordinator is responsible, in partnership with Business Services and Student Information, for overseeing integrations between complex systems to enable students and advisers to effectively participate in the program and for business and system improvements, and ensuring technical solutions support evolving business needs. The role will help identify and support initiatives that promote program awareness and engagement.

The role requires significant operational and organisational knowledge, strong stakeholder engagement and collaboration skills, and demonstrated project management. Coordinating across multiple data, systems, and technologies is a key requirement of the role, and a strong commitment to enhancing the student and adviser experience.

Reporting line: Manager, Student Life
No. of direct reports: 1
No. of indirect reports: 0
Direct budget accountability: $0

**Key Dimensions and Responsibilities:**
Task level: Moderate
Organisational knowledge: Significant
Judgement: Moderate
Operational context: Whole of University, UG Student Life initiative

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:

- Using significant systems and process knowledge, including practice leadership in OneCRM, StudentOne and Timetrade, coordinate the university-wide system and business processes and administration for the Academic Advising to ensure alignment, prioritisation of program delivery, and flow through between programs; and support other programs, such as the Melbourne Peer Mentor Program, as required.

- Act as a central liaison point for enterprise systems and applications, data verification and business process improvements with teams from Business Services, SASS, and Operational Performance Group, ensuring that technical solutions and data integrations with core student-facing systems such as the Student Portal and OneCRM support business requirements, and that requests from local areas for development and improvement are appropriately prioritized and aligned to program goals.

- In collaboration with other SASS teams, Business Services and Academic Divisions, identify, define and scope areas for increased efficiency and streamlining through automation and improved effectiveness through a more integrated approach to the student journey and experience, and a more holistic approach to adviser engagement.

- Develop and ensure that an annual operating cycle for advising and mentoring is informed by the wider student journey, taking into account key touchpoints for students across their semesters, and aligned with key milestones in the student journey.

- Working collaboratively with colleagues in Business Services and Student Administration as well as across Academic Divisions, ensure that large-scale key program outputs are effectively planned for, documented and delivered.

- Provide key contributions to the ongoing support and enablement of Academic Advisers and professional staff in the engagement and effective use of new technologies and ways of working to support increased effectiveness and engagement with Student Life initiatives.

- Interpret and utilize data insights for evidence-based recommendations for operational program improvements and iterative changes, including identifying opportunities for efficiency gains and scaling up.

- In partnership with Business Services, manage project plans, including identify, prioritise and scope feasibility of process improvements, including opportunities for automation and efficiency gains to better support an optimal student and adviser experience.

- In close collaboration with Business Services and OneCRM, ensure ongoing maintenance of the new booking system for academic advising, ensuring business requirements continue to support the ongoing scaling and sustainability of the program, that technical and data-focused enhancements support business needs, and that key stakeholders are consulted and informed.
• In close collaboration with stakeholders, including Student Information, Academic Divisions and Chancellery (Office of the Provost), oversee the development of a coordinated university-wide communication plan for academic advising for students and advisers, ensuring alignment to key messages and program deliverables. Support with the delivery of relevant awareness raising or promotional activities.
• Ensure necessary infrastructure, systems and support are in place to prioritise on campus meetings, seeking opportunities to coordinate with other strategic initiatives such as campus activation.
• Collaborate closely with the Fellow, Academic Advising to ensure that adviser resources are integrated into advising communications and channels are used optimally to provide a single source of truth for adviser support, including oversight of Adviser Portal and academic advising staff-facing website.
• Identify and analyse emerging risks to the advising and mentoring programs, recommending mitigation, minimisation and/or elimination strategies and procedures, and engaging with key partners to implement these for time critical responses.
• Undertake research, writing and data analysis tasks as appropriate to assigned projects and, undertake administrative support for key project working groups, meetings or other activities including by producing written reports, meeting minutes and agendas.
• Lead a small team to deliver the Academic Advising program, providing day-to-day workflow management, setting KPIs and performance targets.
• Actively and positively contribute to a university-wide network of Student Life staff, enabling whole-of-university collaboration on key Student Life Initiatives.
• Complete other tasks within the Student Life portfolio that may be directed from time to time.

**Selection Criteria:**

**Education/Qualifications**

1. 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.

**Knowledge and skills (Essential):**

2. Demonstrated strong organisational and project management skills with the ability to effectively plan, prioritise and manage projects and activities across a mixture of responsive and longer-term tasks. Can manage competing demands across multiple work-streams.
3. Demonstrated stakeholder management and relationship-building skills with the ability to listen, engage and adapt in collaborative working environments.
4. Demonstrated high-level writing skills, showing flexibility across a range of purposes, audiences and styles.

5. Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, synthesise broad data and analyse at a detailed level and become the subject-matter expert quickly, given an area of responsibility.

6. Excellent judgement, able to anticipate needs, perceive interconnections and implications of developments relevant to own work and able to identify and manage dependencies across a portfolio of work.

7. High-level communication, presentation and interpersonal skills, including the demonstrated ability to build and maintain effective relationships with internal and external stakeholders across systems, data and platforms. Demonstrated use of networks to identify and solve issues.

8. Advanced Excel skills and experience in working with complex data.

Knowledge and skills (Desirable)

9. Experience in the delivery of academic advising and/or peer mentoring in a tertiary setting

10. Advanced Excel skills, including the ability to build fit-for-purpose models

11. Knowledge of the University of Melbourne’s systems, policies and procedures.

Other job-related information:

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

2. Occasional work out of ordinary hours may be required during peak periods

3. Given the format of the activities this role is engaged with, some restrictions in regard to annual leave will be required, particularly during the start of each undergraduate semester.