Project Officer, Student Program Development

POSITION NUMBER
0062225

PROFESSIONAL CLASSIFICATION
UOM 6 - $92,749 - $100,397 per annum (pro rata for part-time)

STANDARD/SALARY

SUPERANNUATION
Employer contribution of 17%

WORKING HOURS
Full Time (1 FTE)

BASIS OF EMPLOYMENT
Continuing

HOW TO APPLY
Go to 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
Rany Toma
Tel +61 3 8344 8797
Email rany.tomaname@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
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.

- 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 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.

ABOUT THE ROLE

Position Purpose:
The Project Officer, Student Program Development enables the delivery of student-facing services and events, such as those activities and events delivered at scale during Orientation and during key points in the student lifecycle. The Project Officer also actively contributes to service delivery across Student Success, linking together key student services teams for timely messaging. The role also coordinates student-facing content and messaging for key student channels that aligns to key program messages and promotes the programs in real time through coverage and engagement at student-facing events.

Reporting line: Student Programs Coordinator
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: Limited

Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Moderate
Judgement: Moderate
Operational context:

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:

- Coordinate the provision of SASS input to large-format events, such as Orientation Week, Employability Week, Discover Unimelb program and other similar activities.
- Plan, develop, implement and evaluate programs at scale that fosters student engagement, connection and belonging, aligned with Student Success operational plans.
- Provide or enable student-facing services across a range of areas, focused on improving the student experience, across a range of formats, potentially via program/service delivery, peer-to-peer, or via behind-the-scenes enabling services, in partnership with Student Success colleagues.
- Contribute to the development of key student-facing resources and communications, including events, social media and online platforms.
- Identify and develop initiatives to work collaboratively with Student Success colleagues to ensure a student centred and coordinated approach to services that optimizes access to information and enhances outcomes for both students and staff.
- Continuously develop professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation’s broader objectives.
- Liaise with stakeholders in Academic Divisions and externally to ensure a partnership approach to delivering in-scope activities and services.

Selection Criteria:

Education/Qualifications

1. The appointee will have: tertiary qualifications in a relevant discipline or an equivalent combination of relevant experience and education/training.

Knowledge and skills:

2. Demonstrated adoption of values by acting in the best interest of the University; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace.

3. Demonstrated experience in working in a student services context, with a strong understanding of the academic and contextual issues facing students.
4. Demonstrated experience in planning, delivering, and evaluating services and programs for students within a tertiary setting, particularly related to student development, engagement and employability outcomes.

5. Demonstrated experience in service or workshop design, enabling high quality experiences for students in a range of modes and settings, and across a range of student cohorts.

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

7. Demonstrated ability to work across and within teams and apply collaborative methodologies.

8. 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.

9. Demonstrated experience in influencing and engaging stakeholders in cross-functional activities to support student success.

Desirable:

10. Experience in the development, delivery, and evaluation of training, coaching or mentoring programs, ideally in a customer-focused service environment.

**Other job related information:**
Occasional work out of ordinary hours

**Special Requirements:**
Employment in this position is conditional upon reception and maintenance of a Working with Children Check