Program Officer, Academic Advising

POSITION NO: 0057271
CLASSIFICATION: UOM 6
SALARY: $92,749 – $100,397 per annum
SUPERANNUATION: Employer contribution of 17%
WORKING HOURS: Full Time (1 FTE)
BASIS OF EMPLOYMENT: Fixed Term for 6 months
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: Michelle Ginnivan
Tel +61 3 8344 5243
michelle.ginnivan@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 Program Officer, Academic Advising, plays a key role in contributing to the alignment of a range of operational, technical and system capabilities to enable the smooth and effective delivery of the University’s Academic Advising program, a key initiative of the Advancing Students and Education strategy. The role works closely with the Coordinator, Academic Advising, to enable large-scale key program outputs such as the scheduling of academic advising meetings. The role requires a strong mix of collaboration skills and proficiency with data, systems, and technology, as well as a strong commitment to enhancing the student experience.

Reporting line: Coordinator, Academic Advising
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: $0

Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Significant
Judgement: Moderate
Operational context: Works across the University
1. **Key Responsibilities**

- Support the coordination of university-wide system and business processes and administration for Academic Advising to ensure alignment and prioritisation of program delivery.
- Administer core business processes including generating lists and data relating to Advising, using intermediate Excel skills to manipulate data to deliver program outputs.
- Contribute to the continuous improvement of annual planning cycles of key business activities across SASS, Business Services and Faculties to enable the timely, efficient and effective delivery of Academic Advising within Faculties.
- Support the definition and documentation of program business processes and ensuring program stakeholders are enabled to contribute to the delivery of the program.
- Contribute to data management and reporting including regular program delivery reporting and developing and maintaining reports and dashboards.
- Identify issues and risks with program delivery, escalating as appropriate and within agreed processes.
- Actively and positively contribute to a university-wide network of Advising and Mentoring staff, enabling whole-of-university collaboration on key initiatives.
- Complete other tasks within the Student Life portfolio that may be directed from time to time.

2. **Selection Criteria**

2.1 **ESSENTIAL**

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.
2. Demonstrated experience working collaboratively as part of a team to support a range of stakeholders, ideally in a student and/or academic services context.
3. Demonstrated experience using CRM software, ideally to manage large student cohorts, communications, and events, or other project or data tools to manage large sets of complex data that flows between systems.
4. Demonstrated experience in planning and delivering administrative support for programs within a university setting, including applying high-level problem-solving skills and a student-first approach.
5. Intermediate level of Excel (pivot tables, V-lookup, etc) to enable data manipulation.
6. Excellent oral and written communication skills, with an ability to communicate to diverse student, staff and stakeholder groups.
7. 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.
2.2 OTHER JOB RELATED INFORMATION

- This position requires the incumbent to hold a current and valid Working with Children Check.
- Given the format of the activities this role is engaged with, annual leave restrictions are in place during peak periods of each semester (Feb/Mar and Jul/Aug).

3. 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.

4. 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.

5. Other Information

5.1 CHIEF OPERATION 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

5.2 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.

5.3 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

5.4 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.

5.5 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