POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer Portfolio

Education Abroad Advisor

POSITION NUMBER 0030098

PROFESSIONAL CLASSIFICATION

UOM 5 - $83,159 - $95,518 per annum

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Fixed Term until 23 February 2025

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.

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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.

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 functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.
The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- 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. Global Learning delivers the University’s overseas studies programs including exchange, study abroad and short-term programs. Supported by the wider Student Success directorate students are supported to maximise their academic studies to prepare graduates for a global future.

**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:
Education Abroad Advisors are responsible for the delivery of learning abroad services for both incoming international exchange and study abroad students, and University of Melbourne students seeking to undertake an overseas study program as part of their enrolment at the University of Melbourne. The incumbent is responsible for the administration of applications for their programmatic and regional portfolio, delivering frontline services to students. The position is expected to establish and maintain effective working relationships with international partners, students and colleagues across the University of Melbourne in the delivery of learning abroad programs.

Reporting line: Team Leader, Global Learning
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: NA

Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Moderate
Judgement: Moderate
Operational context: Work with staff across the University, international partner universities and students from a variety of educational backgrounds and settings

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

Core Accountabilities:

- Provision of accurate and timely advice and support to students in relation to learning abroad programs with demonstrated understanding of relevant policies and procedures. Proactively respond to student enquiries offering subject matter expertise with accurate and consistent information.

- Process and assess (for eligibility) incoming and outgoing student applications, including correspondence with applicants and international partners, progression of applications including follow up on supplementary documentation, and maintenance of the student database for reporting.
• Provision of services to international students to support transition to and academic success at Melbourne including housing, coordination and delivery of orientation activities, academic and pastoral support in conjunction with the wider Academic Services team.

• Work collaboratively with internal stakeholders including academic divisions, Student & Scholarly Services colleagues (inc. Stop 1 contact centre, Scholarships and Finance, Enrolments and Administration, External Relations and Chancellery), to deliver best practice and innovative learning abroad services to students.

• Develop and maintain key communication links with international partners, industry bodies and other external stakeholders including government agencies, foreign embassies, to pro-actively contribute to the ongoing enhancement of learning abroad programs at the University of Melbourne.

• Identify new resources, review material, liaise with other staff and contribute to the development and updating of learning abroad electronic and print publications to ensure the learning abroad knowledge base is current, extensive and competitive.

• Deliver activities, in a variety of modes (including group, one on one and online) to support students to fully leverage their overseas experience for skills and employability development.

• Contribute to the development and execution of the Student Success strategy including communication, contributing to service and program evaluation by collecting data and feedback for analysis and reporting to monitor and track performance.

• Actively contribute to innovation and continuous improvement of practices and processes based on analysis and feedback, working collaboratively with stakeholders to inform business improvements. Maintain accurate resource material for student and staff queries, including electronic and print publications.

• Any other relevant responsibility that is within level as directed by management.

Selection Criteria:

Education/Qualifications

1. The appointee will have: Undergraduate qualifications in a relevant discipline and or equivalent mix of education and relevant experience

Knowledge and skills:

2. Demonstrate COO values by acting in the best interest of your employer; 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. Experience in the provision of learning abroad and student exchange services or other complex student programs within a higher education context.

4. Demonstrated interpersonal and oral communication skills including demonstrated experience in a cross-cultural context.
5. Proven stakeholder management experience with high level problem-solving skills.
6. Ability to think flexibly to develop tailored and innovative programs to meet stakeholder and student needs.
7. Highly developed time management and prioritisation skills, with the ability to work under pressure and to tight deadlines.

Other job related information:

1. Flexible working hours to support service delivery to students, with occasional out of ordinary hours work, travel etc.
2. Employment in this position is conditional upon reception and maintenance of a Working With Children Check