Melbourne Dental School
Faculty of Medicine, Dentistry and Health Sciences

Academic Programs Coordinator (Postgraduate)

POSITION NO 0056736

CLASSIFICATION HEW 6

SALARY $89,182 - $96,536 p.a. (pro rata for part-time)

SUPERANNUATION Employer contribution of 17%

EMPLOYMENT TYPE Fixed Term 13 months

OTHER BENEFITS http://about.unimelb.edu.au/careers/working/benefits

CURRENT OCCUPANT N/A

HOW TO APPLY Online applications are preferred. Go to http://about.unimelb.edu.au/careers, under ‘Job Search and Job Alerts’, select the relevant option (‘Current Staff’ or ‘Prospective Staff’), then find 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 websites:
about.unimelb.edu.au/careers
joining.unimelb.edu.au

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Position Summary

The Academic Programs Coordinator (Postgraduate) is a member of the Academic Programs Team in the Melbourne Dental School. The team works collaboratively to deliver a range of administrative support functions to academic staff and students across the School. Under the broad direction of the Academic Programs Manager, the position coordinates end to end administration of all postgraduate coursework programs, coordinates the development and maintenance of the timetable and maintains relationships with key stakeholders. The position is responsible for the effective and efficient administration and management of high-level academic support to the teaching staff in the School. The incumbent is also responsible for the administrative coordination of the Clinical Mentoring Program, which is offered in collaboration with several external stakeholder organisations and is designed to augment end-of-course clinical learning for DDS and BOH students. The program supports approximately 100 students and 20 mentors per year and the incumbent is required to work autonomously under broad direction of the academic lead to ensure the efficient and effective coordination of the program annually.

This position informs and guides the academic community on relevant policies, regulations and procedures. The position will be part of the team that manages all School based administration, teaching and learning and academic support services for the School and works in coordination and alignment with Faculty Services and University Services.

1. Selection Criteria

1.1 ESSENTIAL

- An Undergraduate qualification with subsequent relevant experience; or an equivalent combination of relevant education/training and/or experience
- Demonstrated experience in an administrative role that required coordination of a range of complex functions and provision of advice about policies and procedures.
- Demonstrated ability to facilitate and manage effective working relationships with internal and external stakeholders
- A high level of initiative and drive with a demonstrated ability to provide input into business processes for continuous improvement and adopt innovative solutions
- High level organisational and problem-solving skills, including the ability to coordinate multiple functions and meet competing deadlines; to work proactively, plan ahead and respond to unexpected situations
- Outstanding interpersonal, written and verbal communication skills including a strong customer service ethic, the ability to provide advice and support to a range of stakeholders at all levels, and the production of high quality documents and publications.
- Highly developed computer literacy, including advanced use of MS Office Suite, particularly in relation to Microsoft Excel and Word, and experience with other applications such as Qualtrics and zoom.
- Proven ability to work independently on a diverse range of activities while remaining an active member of a larger team.

1.2 DESIRABLE

- Demonstrated knowledge of the University or other tertiary education environment.
- Proficient in the use of StudentOne or other key Student and client management system.
Familiarity with Canvas and Matrix Edit+,

2. Special Requirements

- Occasionally required to work flexible hours assisting with functions, meetings, or student related events such as Open Day.
- This position requires the incumbent to hold a current and valid Working with Children Check
- Annual leave must be taken at a time which accommodates peak workflows.

3. Key Responsibilities

3.1 ACADEMIC PROGRAMS COORDINATION

Under the broad direction of the Academic Programs Manager, undertake;

- Coordination of the postgraduate coursework program administration for components of the student lifecycle: orientation, course guides, enrolments, timetabling, LMS support, assessment, results, progression, special examination, research seminars and presentations, and completions.
- Administrative support for compliance including: clinical compliance, special consideration, Board of Examiners, academic progress and student misconduct and other issues providing timely and accurate advice to academics and ensuring compliance with University policy.
- Liaison with the admissions team and end to end coordination of selection processes including interviews.
- Provision of advice to staff and students on student and program related policies and procedures and student administration processes and timelines.
- Administrative support for course proposals and changes, ensuring Faculty and University timelines are met.
- High level support for the coordination of clinical placements by liaising with the Royal Dental Hospital of Melbourne (RDHM), the Melbourne Dental Clinic (MDC) and in clinics throughout Victoria and Australia.
- Maintain and develop administrative systems, processes and practices with a view to continually improving the provision of support to the teaching staff of the School, including development of improved processes in response to the needs of its staff and its students.

3.2 PLANNING, COORDINATION AND SUPPORT

- Provide executive support for School Committees as required, including preparation of agendas and minutes and contribute to committee discussions and decisions.
- Work collaboratively with members of the Academic Programs team, promote a supportive working environment, and foster a commitment to teamwork.
- Co-ordinate School participation in student events, including the MDS Prize Ceremony, open day, and information sessions.
- Support the development of new administrative processes by reviewing existing procedures and implementing new procedures where required.

3.3 CLIENT SERVICES
Ensure the delivery of a client focused service that considers stakeholder needs in all processes in accordance with organisational expectations.

Continually review and reflect on current service standards to maintain and develop new standards and processes.

Resolve queries accurately and in a timely manner ensuring provision of quality and professional client service.

3.3 CLINICAL MENTORING PROGRAM

- Coordinate the delivery of the clinical mentoring program with the academic lead, including recruitment of mentors/mentees, mentoring group support, feedback forms, and monitoring and responding to queries from participants, stakeholders, and mentors.
- Coordinate the clinical mentoring program operational activities at the School and Stakeholder level
- Ensure the delivery of a client focussed service that considers mentors and mentees needs in all processes in accordance with stakeholder expectations
- Provide high level support to Clinical Mentoring Program Academic lead

3.4 OTHER RESPONSIBILITIES AND COMPLIANCE

- Coordinate and/or assist with administrative coordination across the team’s portfolio as required by the Senior Coordinator, Academic Programs and Academic Programs Manager.
- Maintain a sound knowledge of current University Policy and Procedures, and reliably follow these or provide compliant advice to others;
- Ensure a thorough understanding of all contractual commitments and deliverables and the legal and regulatory frameworks referenced.
- Reliably follow communications protocols and/or policies as appropriate.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Section 5.
- Behavioural Expectations - All staff are expected to maintain the following behaviours:
  I. Treat everyone equitably; act fairly with staff and demonstrate respect for diversity
  II. Be an effective team player who is cooperative and gains the trust and support of staff, peers and clients through collaboration

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

This position works under broad direction from the Academic Programs Manager and is expected to work both independently and collaboratively with the team, show initiative in the planning and preparation of activities, documentation, and materials, and for liaising effectively with key academic and professional staff. The Academic Programs Coordinator (Postgraduate) is responsible for individual time management and be expected to use initiative in prioritising work, balancing a range of tasks simultaneously
and prioritising these efficiently. The position supervises one Academic Support Officer and is responsible for directing day to day work.

4.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent is expected to resolve problems using professional judgement, common sense and an understanding of existing policies. The role will interface with a range of University Services and will need to adapt School procedures to reflect changes in University strategy, policy or procedure. This may involve the interpretation of policy which has an impact beyond the immediate work area. The incumbent is expected to anticipate and identify problems and to recommend and implement improvements to current processes and procedure. The incumbent requires sound judgement and the ability to analyse situations and to improvise and innovate appropriately, to ensure the delivery of a high level of service.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent is expected to demonstrate a well-developed understanding of tertiary level academic administration, and to apply professional knowledge and skills to assess the best approach to a given task. A thorough knowledge of the structures and processes of the School, as well as across the University will be required to be developed.

4.5 BREADTH OF THE POSITION

The position will have a wide range of administrative capability working with complex processes and systems. The position supports the activities of the Melbourne Dental School and will interact with the broader Faculty of Medicine, Dentistry and Health Sciences, as well as University, external bodies, and students, as required.

The occupant will need to interact effectively and appropriately with a variety of staff at all levels, both internal and external to the University, on many different issues.

5. 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: http://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.

6. Other Information

6.1 ORGANISATION UNIT – MELBOURNE DENTAL SCHOOL

http://dental.unimelb.edu.au/

The Melbourne Dental School is a one of six schools within the Faculty of Medicine, Dentistry & Health Sciences, which is organised into five sections for teaching and research purposes. The School offers both undergraduate and graduate programs including the Doctor of Dental Surgery, the School’s main graduate degree, offering entry to practice in the field of Dentistry, taking in approximately 90 students each year. The Bachelor of Oral Health is a three-year undergraduate entry to practice course with an intake of
approximately 30 students per year. The Melbourne Dental School also offers further graduate programs for current registered dentists, such as the Graduate Diploma in Clinical Dentistry (Implants), as well as the Specialist degree, the Doctor of Clinical Dentistry by coursework and minor thesis (offering clinical specialty training in all dental specialties). Melbourne Dental School facilitates world class research, allowing for research students to undertake studies under the supervision of highly respected academic and research staff. The School facilitates Continuing Professional Development programs for current oral health practitioners to meet ADA and national requirements.

The School has a combination of academic, and technical and administrative personnel. In addition, both casual and honorary staff contribute to the teaching programs of the School.

The teaching programs of the School involve extensive clinical experience, most of which is provided in the Royal Dental Hospital of Melbourne and associated clinics. The Melbourne Dental School and the Royal Dental Hospital of Melbourne work closely together in clinical service provision, in teaching and clinical research.

The School Administration Unit provides administrative support for the teaching and research activities of the School. This includes the management of the School's financial, human and physical resources, student selection and administration and all other comprehensive matters.

6.2 FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES

www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry & Health Sciences has an enviable research record and is the University of Melbourne’s largest faculty in terms of management of financial resources, employment of academic and professional staff, teaching of undergraduate and postgraduate (including research higher degree) students and the conduct of basic and applied research. The Faculty’s annual revenue is $628m with approximately 55% of this income related to research activities.

The Faculty has a student teaching load in excess of 8,500 equivalent full-time students including more than 1,300 research higher degree students. The Faculty has approximately 2,195 staff comprising 642 professional staff and 1,553 research and teaching staff.

The Faculty has appointed Australia’s first Associate Dean (Indigenous Development) to lead the development and implementation of the Faculty’s Reconciliation Action Plan (RAP), which will be aligned with the broader University – wide plan. To enable the Faculty to improve its Indigenous expertise knowledge base, the Faculty’s RAP will address Indigenous employment, Indigenous student recruitment and retention, Indigenous cultural recognition and building partnerships with the Indigenous community as key areas of development.

6.3 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.

6.4 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.

6.5 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 http://www.unimelb.edu.au/strategy/governance
The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy Research at Melbourne: Ensuring Excellence and Impact to 2025 aspires to a significant advancement in the excellence and impact of its research outputs.

http://research.unimelb.edu.au/index.html#home

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia’s ‘place’ in the Asia-Pacific region and the world, and on our ‘purpose’ or mission to improve all dimensions of the human condition through our research.

Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the ‘convergence revolution’ of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.
7. **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.

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http://safety.unimelb.edu.au/topics/responsibilities/

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.