Senior Academic Programs Coordinator
Melbourne School of Engineering

Indigenous Australians are encouraged to apply

POSITION NO 0045807

CLASSIFICATION PSC 7

SALARY $88,171 - $95,444

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time

BASIS OF EMPLOYMENT Continuing
The Melbourne School of Engineering is strongly committed to supporting diversity and flexibility in the workplace. Applications for part-time or other flexible working arrangements will be welcomed and will be fully considered subject to meeting the inherent requirements of the position.

OTHER BENEFITS http://about.unimelb.edu.au/careers/working/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 MSE Human Resources Team
mse-hr@unimelb.edu.au

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 public-spirited institution that makes distinctive contributions to society in research, learning and teaching and engagement. It’s consistently ranked among the leading universities in the world, with international rankings of world universities placing it as number 1 in Australia and number 32 in the world (Times Higher Education World University Rankings 2017-2018).

To discover more about the University’s strategy, Growing Esteem, visit: https://about.unimelb.edu.au/strategy/growing-esteem

Melbourne School of Engineering

Melbourne School of Engineering (MSE) has been the leading Australian provider of engineering and IT education and research for over 150 years. We are a multidisciplinary School organised into three key areas; Computing and Information Systems (CIS), Chemical and Biomedical Engineering (CBE) and Electrical, Mechanical and Infrastructure Engineering (EMI). MSE continues to attract top staff and students with a global reputation, and has a commitment to knowledge for the betterment of society.

Our ten-year strategy, MSE 2025, is our School’s commitment to bring to life the University-wide strategy Growing Esteem and reinforce the University of Melbourne’s position as one of the best in the world. Investment in new infrastructure, strengthening industry engagement and growing the size and diversity of our staff and student base to drive innovation and develop the transformative technologies of the future are all fundamental principles underpinning MSE 2025.

Academic Support Office

The Academic Support Office within the Melbourne School of Engineering plays a key role in the School’s operations. The Academic Support Office is responsible for coordinating onshore and offshore recruitment efforts, managing enquiries and prospective students and providing outstanding service and student enrichment opportunities to current coursework and research students within the School in addition to supporting the School’s academics. The teams within the Academic Support Office are: Academic Programs, Future Students, Graduate Research and Student Enrichment.

Position Summary

Reporting to the Manager, Academic Programs in the Academic Support Office, the Senior Academic Programs Coordinator (SAPC) plays a critical role in providing high level support and management of committees, policies and curriculum development within the School in order to assure excellence in service delivery of academic programs for MSE students and staff.

This role will manage & provide leadership and expert advice in the areas of curriculum management, academic misconduct, the School Education Committee, academic policies, processes, procedures, courses and systems in order to ensure effective compliance measures are met. The SAPC is expected to contribute to the development of administrative strategies and systems that will enhance the academic support services and contribute to a culture of continuous improvement.
The incumbent will provide efficient, effective and responsive deputisation for the Manager, Academic Programs and is a senior member of the Academic Programs team. The APTL fosters and develops effective partnerships and excellent stakeholder engagement with key academic and professional staff across the Melbourne School of Engineering, as well as the wider University community in relation to all academic programs matters.

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1. Selection Criteria

1.1 ESSENTIAL

- A degree with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training in student administration.
- Ability to foster a positive culture as part of the senior leadership team by leading, motivating and developing MSE behaviours and encourage people to achieve their personal best.
- Ability to work autonomously and within a team environment, guide staff and delegate responsibilities.
- Ability to interpret complex policies, procedures, statutes and regulations to structure, engage and present information clearly and consistently to a diverse range of stakeholders including students, academics and inter-departments.
- Demonstrated commitment to the delivery of excellent customer service and a strong client/stakeholder focus.
- A high level of initiative and analytical approach to identify, develop and implement solutions to complex problems and identify new opportunities for improvement.
- Strong organisational skills with a demonstrated ability to prioritise workloads and ensure the timely delivery of activities in a busy environment with large volumes of activity.

1.2 DESIRABLE

- Intermediate proficiency in Microsoft Office packages
- Knowledge of the University’s student administration systems, i.e. Student One, CAPS (Curriculum Approval Publication System), LMS (Learning Management System) and CREM (Class Registration Management tool).
2. Key Responsibilities

2.1 ACADEMIC PROGRAMS MANAGEMENT

- Provide executive support to the School Education Committee (SEC), including any research, analysis and report writing.
- Manage the School’s course proposal and subject change process via the University’s CAPS and Student One systems, including the provision of timely and accurate advice and liaison with University Committees and the University’s student support area, Stop 1.
- Actively engage with the creation and implementation of complex course structures in collaboration with SEC, Academic Board, senior academics within the School and the Student One configuration team.
- Effectively manage resources and timelines for the University’s handbook, timetabling, course proposal and change processes, overseeing and contributing to the modification process.
- Manage the student grievance and misconduct processes, providing executive support to panels, liaison and advice to staff and students.
- Contribute to the management of processes and procedures associated with accreditation bodies (such as EUR-ACE, Engineers Australia and the Australian Computer Society) in liaison with the relevant Associate Dean, senior academic staff, and Academic Support Coordinators.
- Contribute to high quality curriculum delivery support by Faculty-based and School-based ASO staff, including in key activities such as results processing, examinations, timetable management, sessional teaching contracts, Subject Evaluation Survey (SES) and academic integrity.

2.2 POLICY DEVELOPMENT AND QUALITY ASSURANCE

- Review and develop policies and procedures relating to graduate coursework students and courses, providing oversight for policy and procedural development across the School in consultation with senior professional and academic staff.
- Develop procedures that ensure that the School complies with University wide policies, systems, standards and procedures, providing advice and guidance to ensure compliance.
- Provide input to local reviews, quality assurance processes and School and University committees as required, and provide meaningful feedback regarding their impact on the School.

2.3 LEADERSHIP AND INNOVATION

- Deputy for the Manager, Academic Programs and a senior member of the Academic Programs team.
- Responsible for providing expert advice across the Academic Programs team for the day to day delivery of services, including the provision of training and support for skill development and mentoring to less experienced members of the team.
- The SAPC is expected to contribute to the development of administrative strategies and systems that will enhance the academic support services and contribute to a culture of continuous improvement.
Highly developed analytical, problem solving and conceptual skills, with a proven ability to recommend and develop creative solutions, and interpret and effectively communicate policies, strategies and procedures within a complex environment.

Well-developed interpersonal skills and demonstrated cultural awareness, to enable effective liaison with a wide range of internal and external clients/stakeholders at a variety of levels.

Work collaboratively with Stop 1 and University Services’ Academic Services units to deliver an integrated and seamless suite of services.

Other duties as directed by the Academic Programs Manager or ASO Manager.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION/INDEPENDENCE

The SAPC operates under broad direction from the Manager, Academic Programs and is expected to operate with a high level of autonomy. The incumbent will routinely make independent decisions in response to a variety of matters across their portfolio. This position is expected to liaise regularly with staff from University and Academic Services, staff within the Academic Support Office, Heads of School, Heads of Departments and other academic staff within the School. The APTL is a senior member of the Academic Programs team and will be required to support, lead and supervise staff as required.

3.2 PROBLEM SOLVING AND JUDGEMENT

The position requires enthusiasm, initiative, flexibility and the ability to prioritise and manage a wide range of activities. The incumbent is expected to problem solve, through the standard application of theoretical principles and techniques and adapt procedures where required to meet specific policy requirements. Good judgement is expected about when to consult and escalate enquiries. As a senior member of the Academic Programs team, the incumbent will need to ensure consistency in the application of policy and procedure as well as being a source of advice and support to other team members.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The SAPC is expected to have or acquire knowledge of the organisational structure, workplace culture and protocols, and the strategic objectives of the School and the University. Also required is a strong understanding of the University’s and School’s policies and procedures relating to course and student matters and the committee structures supporting them in order to provide high level advice and support to a range of stakeholders.

3.4 RESOURCE MANAGEMENT

The SAPC, in conjunction with the Manager, Academic Programs and the team is expected to lead and implement plans for improving processes, and the student experience consistent with the MSE 2025 vision.
3.5 BREADTH OF THE POSITION

The incumbent communicates with a diverse range of stakeholders, including students and professional and academic staff within and outside the School. The SAPC will represent the School and University in interactions with stakeholders as required.

4. Special Requirements

Due to operational requirements and nature of the role, it may be required at times to work outside the normal spread house and a flexible approach is necessary, particularly during high-volume work periods. Time off in lieu or appropriate overtime rates apply as per the University policies.