Student Experience Coordinator

POSITION NO 0052957

CLASSIFICATION UOM 6

SALARY $92,749.00 - $100,397.00 p.a. (pro rata for part-time)

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full-time (1.0 FTE)

BASIS OF EMPLOYMENT Continuing

FLEXIBLE EMPLOYMENT

The University of Melbourne 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 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 Dr Keshara de Silva
Email keshara.desilva@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

Reporting to the Manager, Student Experience, the Student Experience Coordinator is responsible for designing, delivering and supporting programs, activities and strategies that foster a strong student experience for all Faculty of Science students.

The aim of this role is to foster a vibrant and cohesive science student community, to support student transition and belonging, and facilitate programs that develop well-rounded graduates. The Student Experience Coordinator will have strong program planning and event management skills, and the ability to work independently. Where possible, the Student Experience Coordinator will co-create with students and use effective program evaluation strategies to make evidence based decisions.

The incumbent will work closely with the Faculty’s Student Life team to integrate the University’s Peer Mentoring and Academic Advising initiatives into the broader undergraduate science student experience. Additionally, this position will act as a key liaison point for colleagues across the Faculty’s Student and Academic Services portfolio, School academic support officers, and central University teams to provide timely advice and support for enrichment programs and events for Science students.

1. Key Responsibilities

As with all positions, career achievements will be interpreted relative to opportunity, including career disruptions due to caring responsibilities, time in industry, illness etc.

- Coordinate the design, implementation and evaluation of a variety of enrichment programs for undergraduate and graduate students in the Faculty of Science.
- Lead coordination and delivery of the Bachelor of Science and graduate Faculty of Science orientation programming.
- Design and deliver student events designed to facilitate engagement and belonging.
Provide input to improve student experience practices and processes, with a commitment to strategy, continuous improvement and best practice.

Consistently analyse information and data to facilitate program evaluation and improvement, ensuring alignment with the Faculty’s strategic student experience objectives.

Engage with other enrichment and event management experts across the University, exchanging ideas and information, and fostering collaboration to maximise alignment and effectiveness of initiatives.

Work collaboratively within and across functional areas to ensure broader Faculty goals and objectives are met, including assisting on a range of tasks during peak periods.

Occupational Health and Safety (OH&S) responsibilities as outlined in section 5.

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### 2. Selection Criteria

#### 2.1 ESSENTIAL

- A relevant tertiary qualification, and experience within an events management or program development role, or an equivalent combination of relevant work experience, education and/or training.

- Demonstrated experience in planning, implementing creative programs, coordination of large-scale events and/or public engagement activities with experience in delivering events and programs on digital platforms.

- High level organisational skills 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.

- Demonstrated project management experience inclusive of supplier negotiation, budget management, collaborating with a range of stakeholders.

- Ability to work cooperatively within a team and to take initiative to lead projects, as well as the proven ability to work autonomously with independence when required.

- Proven high level of interpersonal and liaison skills, with demonstrated initiative and an ability to effectively liaise with a wide range of people and build strong professional networks.

- Excellent written and verbal communication skills including report writing and public speaking skills.

#### 2.2 DESIRABLE

- Previous experience with CRM systems and a working knowledge of StudentOne.

- Experience working with event specific software applications and event registration programs.

#### 2.3 OTHER JOB-RELATED INFORMATION

- This position requires the incumbent to hold a current and valid Working with Children Check.

- A flexible approach to working hours is necessary, as some events are held outside normal office hours and on weekends.
Operational requirements of the Faculty Secretariat may influence approval of annual leave.

Travel to Werribee and Dookie campuses will be required.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Student Experience Coordinator reports to and works under general direction from the Student Experience Manager. This role is expected to plan, organise, coordinate and schedule work independently to ensure that deadlines and agreed outcomes are met and will require close working relationships with all members of the business unit and the wider operations team.

3.2 PROBLEM SOLVING AND JUDGEMENT

The position requires the incumbent to have high level interpersonal and communication skills including the ability to exercise judgement, high level of problem solving, diplomacy and tact when dealing with a wide range of people. The Student Experience Coordinator will be regularly required to use their initiative to resolve problems and make decisions associated with the position’s day-to-day activities for which they are responsible, while being guided by the University’s policies and regulations. Recommendations for changing policy and current work practices would be referred to the Manager, Student Experience. The incumbent is also responsible for providing advice and expertise to other team leaders and establishing and maintaining standards appropriate to the deliverables required.

The Student Experience Coordinator is expected to exercise sound judgement in managing competing priorities to ensure that work is completed in a timely manner and in making sound decisions for the activities they manage.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Student Experience Coordinator requires sound knowledge of project management principles and practices and will also have the capability to understand the strategy underpinning Student Experience Programs.

The Student Experience Coordinator is required to have a detailed understanding of University and Faculty programs, courses and students. The incumbent will be required to develop a broad knowledge of the University environment and structure. The Student Experience Coordinator will be expected to develop relationships with and provide advice to Faculty staff and internal and external service providers.

3.4 RESOURCE MANAGEMENT

The Student Experience Coordinator is expected to be responsible for their own time management and prioritisation of tasks to ensure that deadlines are met. The incumbent is required to work collegially with members of their team, the wider Faculty and stakeholder teams within the University to deliver on program objectives.

Reporting line: Student Experience Manager

3.5 BREADTH OF THE POSITION
The Student Experience Coordinator is expected to build strong relationships with all Schools in the Faculty of Science as well as professional staff members in University Services in order to facilitate the delivery of faculty wide processes, programs and events. The position requires the ability to balance a range of tasks simultaneously and to prioritise these efficiently. The incumbent is responsible for a broad array of duties and responsibilities and is required to liaise with students, professional and academic staff within the Faculty, the wider university, as well as industry contacts, external consultants, and providers.

4. 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.

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:

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.

6. Other Information

6.1 SCIENCE SECRETARIAT

The Science Secretariat is the administrative unit for the Faculty of Science and all its teaching, research, and commercial activities. The Secretariat is responsible for the policy development, planning, implementation, and ongoing management of Faculty programs.

6.2 FACULTY OF SCIENCE
Science at Melbourne is a global leader across fundamental and impactful scientific research and education. Science begins with curiosity, and we are dedicated to understanding the universe from the level of sub-atomic particles to the solar system. We aim to be leaders who positively impact the community locally and globally, addressing major societal issues from climate change to disease. Our discoveries help build an understanding of the world around us.

Our strength is our breadth of expertise. We are the second largest faculty in the University comprising seven schools: Agriculture, Food & Ecosystem Sciences, BioSciences, Chemistry, Geography, Earth & Atmospheric Sciences, Mathematics & Statistics, Physics and Veterinary Science.

This depth of knowledge positions the faculty to better understand, explore and impact our world and humanity, within a truly comprehensive Faculty of Science.

We have more than 150 years of experience in pioneering scientific thinking and analysis, leading to outstanding teaching and learning and offer a curriculum based on highly relevant research. We aim to train students with the knowledge and intellectual flexibility to drive the industries of tomorrow and lead across all levels of society.

We offer a range of undergraduate, honours, graduate and research degrees, enrolling more than 11,500 undergraduate and 3,750 graduate students.

We are dedicated to delivering leading transformative educational outcomes, underpinned by research, and an inclusive and inspiring student experience.

Excellence comes in many forms and diversity of thought, perspective and disciplines is essential to deliver globally leading science. At the core of our success is our focus on an inclusive environment for all in our community. Our Faculty’s focus on equity, inclusion and belonging is grounded in our endeavour to ensure we are best placed to advance research, teaching and serve diverse national and global communities.

As a Science community we sit across five of the University’s campuses – Parkville, Dookie, Burnley, Creswick and Werribee. This reach provides us with a unique perspective that is beneficial to our teaching and research. It also means we can offer our students a greater variety of learning experiences and internships to engage with industry partners to solve real-world issues.

The Faculty is custodian of the Bio21 Molecular Science and Biotechnology Institute, Melbourne Energy Institute, Melbourne Biodiversity Institute, Office for Environmental Programs, Australian Mathematical Sciences Institute (AMSI) and the Indigenous Knowledge Institute and home to numerous Centres.

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 https://about.unimelb.edu.au/strategy/governance