POSITION DESCRIPTION

Melbourne Dental School
Faculty of Medicine, Dentistry and Health Sciences

Academic Programs Coordinator

POSITION NO: 0061473

CLASSIFICATION: UOM Level 6

SALARY: $92,749 - $100,397 (pro rata for part-time)

SUPERANNUATION: Employer contribution of 17%

WORKING HOURS: Part-time (minimum 0.6 FTE) and full-time (1 FTE) opportunities available

BASIS OF EMPLOYMENT: Multiple positions (Continuing/Fixed Term)

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: Amy Kreitals
Email amy.kreitals@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

Our Academic Programs Coordinators are critical members of a large Academic Programs Team based in the Melbourne Dental School (MDS). The role of the Academic Programs Coordinator is to work collaboratively and in partnership with lead academics and professional staff to successfully plan and deliver our full range of undergraduate and graduate dental degree programs, diplomas and certificates.

The Academic Programs Coordinator is expected to work with a high level of autonomy under the broad direction of the Academic Programs Manager. As a Coordinator you will proactively administer the full range of academic programs administration functions aligned to your designated portfolio. This will include developing strong working relationships with key stakeholders both within the School, Faculty and University to meet the demands of the academic year and relevant program administration. During the academic year you will be actively involved in student orientation programs, open day, assessment and examinations processes, committee meetings, results processing, placements administration, marketing, timetabling and other related subject and course scheduling processes and procedures.

The position will provide executive support to the MDS Education and Students Committee, providing sound policy and procedural advice on student and course administrative matters.

This position works in coordination and alignment with Faculty Services, University Services, reports to the Senior Academic Programs Manager, Melbourne Dental School which is located in Royal Melbourne Dental Hospital which is a clinical practice environment providing dental services to the general public.

1. Key Responsibilities

1.1 ACADEMIC PROGRAM ADMINISTRATION

- Coordination of program administration for all components of the student lifecycle: orientation, enrolments, timetabling, learning management system (LMS) support, assessment, results, progression, assessment and examinations, 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.

Coordination of interviews for student selection if required.

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, major and minor changes, ensuring Faculty and University timelines are met.

1.2 PLANNING, COORDINATION AND SUPPORT

Work collaboratively with members of the Academic Programs team, promote a supportive work environment, and foster a commitment to teamwork.

Coordinate School participation in student events, including the MDS Prize ceremony, Open Day, and information sessions.

Lead the development of administrative processes by reviewing existing procedures and developing and implementing new procedures where required.

1.3 INNOVATION AND EXCELLENCE

Review and reflect on current practises, processes, and procedures through a lense of continuous improvement and innovation.

Resolve queries accurately and in a timely manner ensuring provision of quality advice and guidance.

1.4 OTHER RESPONSIBILITIES

Coordinate and/or assist with administrative support across the team’s portfolio as required by the Academic Programs Manager.

1.5 RESPONSIBILITY AND COMPLIANCE

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:

- Treat everyone equitably; act fairly with staff and demonstrate respect for diversity.
- Be an effective team player who is cooperative and gains the trust and support of staff, peers, and clients through collaboration.

2. Selection Criteria
2.1 ESSENTIAL

- A completed undergraduate degree with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in a similar administrative role that required coordination of a range of complex functions and provision of advice about policies and procedures.
- 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.
- High-level 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.
- A high level of initiative and drive with a demonstrated ability to provide input into planning processes and procedures to support continuous improvement and positive organisational outcomes.
- Highly developed computer literacy, including advanced use of MS Office suite, particularly Word and excel, and experience with other applications such as Qualtrics and Zoom.
- Proficient in the use of StudentOne or an equivalent ‘Student and Client management system’.
- Demonstrated ability to work effectively in a team, as well as independently when required.

2.2 DESIRABLE

- Extensive knowledge of university Academic Programs Coordination/Administration.
- Experience in leading or mentoring junior team members.
- Experience in updating and maintaining Learning Management Systems, such as Canvas

2.3 OTHER JOB-RELATED INFORMATION

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

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Academic Programs Coordinator works under broad direction from Academic Programs Manager and is expected to work both independently and collaboratively with the team and show initiative in the preparation of documentation and materials. The Academic Programs
Coordinator is responsible for prioritising their own day to day work and for liaising effectively with key academic and school staff.

3.2 PROBLEM SOLVING AND JUDGEMENT
The role will interface with a range of University Services and will need to adapt School local operating 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.

3.3 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.

3.4 BREADTH OF THE POSITION
The Academic Programs Coordinator 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.

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

6. Other Information

6.1 MELBOURNE DENTAL SCHOOL
www.dental.unimelb.edu.au

The Melbourne Dental School has a strong tradition in dental research and an established international reputation in several research areas. Research in the School is an integral component of staff and student activities underpinning both the undergraduate and graduate curricula. The major research activities of the school are conducted via three Divisions and four major research groups, which range translational biomedical science to clinical studies, pedagogical research. The Head of School joined the University of Melbourne in 2020 and is leading a programme of change within the School focusing on strategic reviews of education, research and organisational structure, known as MDS’25.

6.2 FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES
www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry and Health Sciences (MDHS) is Australia’s pre-eminent medical, health sciences and biomedical faculty and is recognised for its research, teaching, training, and policy leadership across all these fields.

The Faculty employs more than 3,000 staff, attracts more than 8,300 students each year and comprises six schools; 37 departments, centres and institutes; and 160 courses.

A large portion of our workforce work in hospital-based departments. We also have over 5,000 honorary staff including hospital-based staff and those in partner research institutes. Our people publish more than 10,000 peer reviewed publications every year and more than 50% of these include an international co-author.

In 2021 our research income was approximately 400M, comprising over 62% of research income for the University of Melbourne and conducting approximately 47% of all research across the University.

We are Australia’s overall leader in clinical and health, ranked 14th globally in 2022 by the Times Higher Education World University Rankings. The 2023 Academic Ranking of World Universities ranks the University of Melbourne as first in Australia in clinical medicine (14th internationally), public health (12th internationally), human biological sciences and medical technology.

The University educates more health professionals, graduates, research and higher degree students and attracts more national competitive funding than any other Australian university. The Faculty offers a suite of professional entry masters level graduate programs, including the Doctor of Medicine (MD), the Doctor of Dental Surgery (DDS), and the Doctor of Physiotherapy (DPT) in addition to a range of graduate level programs such as the Master of Public Health, Master of Primary Health Care, Master of Social Work, Master of Clinical Audiology, Master of Speech Pathology, Master of Clinical Optometry, and many more in nursing, social work, health sciences and psychology.

Over 1,400 graduate research students conduct research supervised by over 2,300 staff and honoraries across the Faculty’s six schools and in affiliated health services and research institutes. University departments are embedded in a range of health services.
including the Austin Hospital, Northern Hospital, Royal Melbourne Hospital, St Vincent’s Hospital, The Royal Women’s Hospital, Royal Children’s Hospital, Western Hospital, Mercy Hospital and rural partners such as Goulburn Valley Health.

Our strategic plan, Advancing Health 2030, sets out a unifying vision for the Faculty to meet the challenges of a changing world and continue to make an impact on the health and wellbeing of our communities. The strategy has been designed to support and bring to life the University’s overall Advancing Melbourne strategy. Read more at: https://mdhs.unimelb.edu.au/advancing-health-2030

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