Coordinator, Academic Advising

POSITION NO 0062778

CLASSIFICATION UOM 7

SALARY $106,432 - $115,211 p.a (pro rata for part-time)

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full-Time

BASIS OF EMPLOYMENT Continuing

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 Victoria Ong
Tel +61 3 8344 8456
Email ong.v@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, Fishermens 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 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

The Coordinator, Academic Advising, plays a key role in ensuring that a range of operational, technical, and systems capabilities are aligned to enable the smooth and effective delivery of the University’s Academic Advising program, a key initiative of the Student Life strategy.

This role works collaboratively with colleagues in several service areas of the Chief Operating Officer portfolio and across the Academic Divisions to enable large-scale key program outputs, such as scheduled Academic Advising appointments, to be prepared and provided to key partner teams and effectively communicated to staff and students engaging in these initiatives each semester. The Coordinator also supports an internal progress reporting function to senior executive staff and will help identify and support initiatives that promote program awareness and engagement.

The role requires a strong mix of people coordination and collaborative skills, along with data, systems, technology, and program coordination skills, combined with a strong commitment to enhancing the student experience.

1. Key Responsibilities

- Coordinate, develop, and deliver annual planning cycles of key business activities across SASS, Business Services, and Academic Divisions to enable the timely, efficient, and effective delivery of Academic Advising within Academic Divisions.
- Liaise with colleagues in OneCRM, StudentOne, and Timetrade to coordinate the university-wide system and business processes and administration for the Academic Advising Program to ensure alignment and prioritization of program delivery.
Coordinate the accurate documentation and maintenance of core business processes and logic maps to enable staff in Academic Divisions to effectively administer advising and mentoring, including building and maintaining a central repository in collaboration with Business Services.

Ensure data files, processes, and flows support program goals and priorities, including building and maintaining both operational and reporting dashboards, monitoring program delivery and supporting regular reporting requirements.

Coordinate the delivery of the Academic Advising program, including alignment of program delivery with other key Student Life initiatives such as Orientation, Melbourne Commencement Ceremonies, Campus Activations, Discovery Experiences, and Wellbeing and Mental Health.

Identify issues, risks, and benefits of existing and proposed processes, outlining business impacts, and implementing agreed and approved mitigation strategies.

Coordinate and deliver university-wide knowledge development and management, including relevant systems training, for professional staff involved with Academic Advising.

Collaborate with Student Communications, the Office of the Provost, and Academic Divisions on the development and delivery of automated and whole-of-program communications to students, advisers, and student-facing staff that supports effective engagement and participation with the Academic Advising programs. The incumbent will also be responsible for connecting communications data to program engagement data under the guidance of the Senior Coordinator, Academic Advising.

Deliver cyclical and regular university-wide program analysis, evaluation and reporting, including producing reports for senior executives and liaising with Academic Divisions for local input.

Actively and positively contribute to a university-wide network of Student Life staff, enabling whole-of-university collaboration on key Student Life initiatives.

Build strong, collaborative relationships and partner with key stakeholders including colleagues across SaSS, COOP, Business Services, and the Academic Divisions.

Support in the coordination of all aspects of the Academic Advising program lifecycle, including, but not limited to, engagement and promotional activities across the University.

Support other Student Life initiatives, such as the Melbourne Peer Mentoring, during program peak periods where required.

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

- The appointee with have completion of a degree and/or extensive relevant experience in business analysis and process design.
- Demonstrated experience in planning, delivering, and evaluating services and/or programs which respond to the needs of a diverse range of students/stakeholders.
- Demonstrated experience in working with multiple, complex large data-sets, ideally in a program delivery, deadline-driven context.
- Demonstrated experience problem solving, including thinking creatively and working collaboratively with teams to solve business challenges.
- Demonstrated ability to make decisions around items such as requirement prioritisation, project scope, assessing the viability of solutions, and in escalating issues relative to scale and impact.
- Demonstrated experience in preparing informal progress updates and formal reports for senior management.
- Excellent oral and written communication skills, with an ability to communicate to diverse student, stakeholder, and client groups.
- Excellent ability to work across and within teams and apply collaborative methodologies.
- Results-focused with the ability to apply adaptive reasoning, sound judgement and critical thinking, escalating issues as appropriate and identifying trends and issues for exceptional service delivery.

2.2 DESIRABLE

- Demonstrated experience using CRM software, ideally to manage large student cohorts, communications, reporting, and events.
- Demonstrated experience in project management, leadership, and evaluation.

2.1 SPECIAL REQUIREMENTS OF THIS POSITION

- This position requires the incumbent to hold a current and valid Working with Children Check.
- Occasional work out of ordinary hours may be required during peak periods.
- Given the format of the activities this role is engaged with, some restrictions in regards to annual leave will be required, particularly during the start of each undergraduate semester.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE
The Coordinator, Academic Advising, works to the broad objectives set by the Manager, Student Life and the Office of the Provost. They will be expected to work with the Senior Coordinator, Academic Advising, to anticipate work requirements and have outstanding organizational skills to effectively manage many areas of responsibility and deliver on objectives with autonomy and displayed initiative.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Coordinator, Academic Advising must be able to use appropriate judgement to work proficiently within their own role and take responsibility for meeting work outcomes without impacting on other deadlines. They must use significant judgement, discretion and a broad knowledge of University policies and procedures to approach and solve problems as necessary. They will be responsible for identifying opportunities to improve internal processes and issues as they arise in relating existing processes to work tasks.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Coordinator, Academic Advising must develop and maintain an in-depth knowledge of the Academic Advising structures, policies, frameworks, and environment. Detailed knowledge of broader University structures and the education sector is also desirable. The Coordinator will also be able to adapt and adjust to new systems and technologies.

3.4 RESOURCE MANAGEMENT

The Coordinator, Academic Advising will identify where additional assistance or resourcing may be required to execute projects. This may involve working with the Senior Coordinator, Academic Advising and the Manager, Student Life to source staffing time and/or using strategic funds, grants, and project budgets as required.

3.5 BREADTH OF THE POSITION

The Coordinator, Academic Advising will be expected to proactively develop positive working relationships with staff members, particularly from the Advising and Mentoring teams in Academic Divisions, as well as within Business Services. In addition, close relationships with key stakeholders within SaSS and the Office of the Provost will need to be fostered and developed.

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

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

6. Other Information

6.1 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

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:
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.

6.2 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.

6.3 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