Program Support Officer

POSITION NO 0056453
CLASSIFICATION UOM 5
SALARY $79,961 - $91,844 per annum (pro rata for part-time)
SUPERANNUATION Employer contribution of 17%
WORKING HOURS Full time
BASIS OF EMPLOYMENT Fixed Term until 30 June 2024
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 Melissa Hendicott Email melissa.hendicott@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 (Bumley, 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

The Program Support Officer is embedded in the Melbourne CSHE and is responsible for the provision of intuitive administrative support to the Centre’s operational activities as well as the implementation of strategic and business operational initiatives. The Melbourne Centre for the Study of Higher Education (CSHE) is a leading University, national and international centre for professional development and executive education, research and research training, and engagement in the field of higher education.

The successful applicant will undertake a range of administrative tasks including providing administrative and executive support, workforce administration, undertaking quality and compliance building and asset checks, and triaging, escalating and overseeing the resolution of risks with University Support Services providers.

It is necessary for the incumbent to manage competing demands, prioritise tasks effectively, ensure attention to detail, be self-directed in managing work assignments and be adept in dealing professionally with a range of stakeholders, offering them a high level of client service.

1. Key Responsibilities

- Assist with diary management and day-to-day support of the Director, including liaising with staff within the CSHE and MGSE on matters relating to the Centre. Support the Staffing Approval Process (inbox management/process adherence/follow up for additional information/advising outcomes).
- Organise travel arrangements including bookings, itineraries and diaries in line with University policy and procedures. Provide administrative support for meetings, including maintaining membership lists, preparation and distribution of agenda papers, minute taking, and following up on action items.
Providing general office coordination such as arranging building, AV and equipment maintenance, security and ordering catering, stationery and equipment supplies.

Assist the Director and Program Manager in drafting correspondence, fielding inquiries, preparing reports using University databases, and preparing presentations with a high degree of accuracy.

Build and maintain strong and effective relationships with internal staff to ensure the efficient delivery of administrative services in a tactful and diplomatic manner.

Support CSHE Governance Framework through providing secretariat functions for meetings and conferences including scheduling, the collation and organisation of meeting papers, venue & catering booking, coordination and registration of participants, minute taking, and following up actions as required.

Ensure compliance and quality assurance management, in line with requirements under the University’s risk management framework including OH&S, legislation, statutes, regulations and policies.

Identify opportunities for process improvement and provide suitable back up administrative support during periods of leave.

Carry out other duties, consistent with the role responsibilities, as requested by the supervisor.

2. Responsibility and compliance

- Maintain a sound knowledge of current University Policy and Procedures, and reliably follow these or provide compliant advice to others.
- 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 and follow behaviours:
  - Treat everyone equitably; act fairly and demonstrate respect for diversity and inclusion of all staff, students and visitors.
  - Be an effective team player who is cooperative and gains the trust and support of staff, peers and clients through collaboration.

3. Selection Criteria

3.1 ESSENTIAL

- The appointee will have extensive administration experience and ideally knowledge of the tertiary education sector.
- Excellent written, oral and interpersonal communication skills
- Demonstrated customer services skills
- Strong stakeholder engagement capability
- A high degree of proficiency in the Microsoft Office suite including in Outlook, SharePoint, Word, Excel and PowerPoint
- Prioritisation skills in the planning, co-ordination and completion of tasks to meet deadlines and with a high degree of accuracy.
Exceptional organisational skills and attention to detail

3.2 DESIRABLE

- Experience and in an administrative role within the university environment.
- Experience or keen interest in social media marketing and managing social media accounts.

3.3 OTHER JOB RELATED INFORMATION

- Occasional work outside of ordinary hours may be required.

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Program Support Officer operates under the direction of the Program Coordinator. The nature of the role requires the incumbent to be highly self-motivated with strong time management, attention to detail and organisational skills to prioritise workloads to ensure that deadlines are met. The incumbent must also be equally adept at working independently as well as participating in a unit as an effective team member. It is expected that the Program Support Officer will use their initiative to resolve routine issues and refer on only complex and/or sensitive matters to the other appropriate staff member for advice and/or resolution.

4.2 PROBLEM SOLVING AND JUDGEMENT

The position requires the efficient administration of a wide range of tasks and the management of multiple deadlines. The incumbent will be required to exercise sound judgment, diplomacy and discretion in communication with both internal and external stakeholders.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Program Support Officer will be expected to possess knowledge of the centre’s administrative functions, as well as relevant University and Melbourne Graduate School of Education’s policies and procedures, to ensure that key responsibilities are executed.

The position requires excellent interpersonal skills to facilitate effective communication with team members and other stakeholders and clients. At times this will require the incumbent to exercise tact and patience as well as the ability to maintain confidentiality.

4.4 RESOURCE MANAGEMENT

Resource management

4.5 BREADTH OF THE POSITION
The Program Support Officer communicates both internally and externally with a wide range of clients, stakeholders, suppliers and collaborative partners including senior academic and administrative staff and their offices, program participants, senior staff from other faculties and departments, from universities and TAFE institutions in Australia and internationally, and representatives from other educational organisations, government and external bodies.

5. 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.

6. 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.

7. Other Information

7.1 MELBOURNE CENTRE FOR THE STUDY OF HIGHER EDUCATION

https://melbourne-cshe.unimelb.edu.au/

The Melbourne Centre for the Study of Higher Education (Melbourne CSHE) is a leading University, national and international Centre for professional development and executive
education, research and research training, and engagement in the field of higher education.

7.2 FACULTY OF EDUCATION (MELBOURNE GRADUATE SCHOOL OF EDUCATION)

https://education.unimelb.edu.au/

The Melbourne Graduate School of Education (MGSE) fosters staff productivity, growth and engagement in a collective effort to enrich the contribution that education makes to society. We conduct research and teaching that leads to the transformation of education practice both within and beyond the profession. MGSE stimulates learning that enriches the potential of students from around the world, enabling meaningful careers and profound contributions to communities. We provide research leadership, setting the direction for high-impact, innovative and responsive research that addresses the pressing issues of our time. We lead purposeful engagement with society, sharing our resources and expertise as part of collaborative efforts to build a resilient, equitable and sustainable future.

7.3 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

7.4 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.

7.5 **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](https://about.unimelb.edu.au/strategy/governance)