



POSITION DESCRIPTION

Office of the Provost
Chancellery

Data Insights and Knowledge Lead (Online Education)

POSITION NO	
CLASSIFICATION	UOM 8
SALARY	
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full time (1 FTE)
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	Belinda Cain Email belinda.cain@unimelb.edu.au <i>Please do not send your application to this contact</i>

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

The University's Advancing Melbourne and Advancing Students and Education strategies set out a vision to enhance Melbourne's position as a leader in higher education. Through targeted investment, the University of Melbourne is establishing a newly created online education business.

Reporting to the Associate Professor of Academic Product and Student Experience, you'll play a pivotal role in transforming data into actionable insights to drive evidence-based decision-making. Your key responsibilities include leading learning analytics initiatives, conducting comprehensive reporting and analysis, and developing interactive dashboards for systematic reporting with stakeholders. Utilising advanced techniques, you'll build proactive alerts and conduct predictive analysis to anticipate trends and inform strategic decisions.

The ideal candidate will demonstrate proficiency in learning analytics, reporting, and data visualisation techniques, with a proven track record of enabling evidence-based decision-making through proactive data analysis and strategic reporting.

1. Key Responsibilities

- ▶ **Learning and predictive analytics:** Lead the development and implementation of learning and predictive analytics strategies and initiatives to gather, analyse, and interpret data related to student experiences, learning outcomes, and academic performance. This includes implementing proactive alerts to anticipate trends and potential challenges, enabling evidence-based decision-making.
- ▶ **Student insights:** Oversee the collection, integration, and management of student data from various sources, including student information systems, learning management systems, and other data repositories to enable analysis and insights.
- ▶ **Key performance indicators:** Collaborate with cross-functional teams to define key performance indicators (KPIs), metrics, and dashboards to monitor student success, retention, and engagement, and track progress towards organisational goals.
- ▶ **Reporting dashboards:** Conduct data analysis and statistical modelling to identify trends, patterns, and correlations in student data. Design and build dashboards and establish systematic reporting mechanisms to share data and insights with stakeholders.
- ▶ **Student experience insights:** Develop and implement strategies to gather, analyse, and interpret data related to student experience (SX), including factors such as engagement, satisfaction, and retention. Collaborate with relevant teams to identify key insights and trends that inform improvements in the overall student experience and drive enhanced student outcomes.
- ▶ **Product reporting:** Establish a regular cadence of product reporting to stakeholders, ensuring timely and relevant updates on student outcomes and program effectiveness.
- ▶ **Regulatory compliance:** Lead efforts to enhance data quality, integrity, and governance practices, ensuring compliance with regulatory requirements, data privacy laws, and organisational policies.

2. Selection Criteria

2.1 ESSENTIAL

- A bachelor's degree or higher in a relevant field such as Data Science, Statistics, Computer Science, Education, or a related discipline, providing the foundational knowledge necessary for effective data analysis and management in an educational context.
- **Analytical Proficiency:** Demonstrated expertise in data analysis and statistical modelling to extract actionable insights from diverse datasets, informing strategic decision-making and program improvements.
- **Collaborative skills:** Proven ability to collaborate effectively with multidisciplinary teams to define key performance indicators, metrics, and dashboards aligned with organisational objectives.
- **Regulatory Compliance:** Thorough understanding of regulatory requirements, data privacy laws, and organisational policies governing data governance, ensuring compliance and integrity in educational data management.

- **Predictive Analysis:** Experience in implementing proactive alerts and conducting predictive analysis, enabling evidence-based decision-making and strategic planning to anticipate trends and challenges.
- **Stakeholder Engagement:** Excellent communication skills with a track record of engaging stakeholders at all levels, presenting data-driven insights persuasively, and fostering a culture of evidence-based decision-making.
- **Continuous Improvement:** Commitment to driving continuous improvement initiatives, utilising feedback and insights to enhance data analytics capabilities, governance practices, and overall student experience.

3. Job Complexity, Skills & Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Data Insights and Knowledge Lead operates under the direction of the Associate Professor of Academic Product & Student Experience but exercises significant autonomy and leadership in developing and implementing learning analytics strategies.

3.2 PROBLEM SOLVING AND JUDGEMENT

High-level judgment and critical thinking skills are essential for this position to analyse complex data sets, identify trends, and provide actionable insights to support academic program enhancements and student outcomes.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Data Insights and Knowledge Lead must possess advanced analytical skills, a deep understanding of educational technology, and expertise in data management principles. The role requires collaboration with academic stakeholders and cross-functional teams to drive continuous improvement in learning analytics and data-driven decision-making processes.

3.4 RESOURCE MANAGEMENT

While the Data Insights and Knowledge Lead is an individual contributor, effective resource management is required to support teams to have time and attention to understand the insights and take required action.

3.5 BREADTH OF THE POSITION

The scope of the Data Insights and Knowledge Lead's responsibilities encompasses the academic product and student experience pillar within the University of Melbourne's Online Education business, with opportunities for collaboration and impact across cluster, division, and university-wide initiatives.

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 CHANCELLERY

Chancellery is led by the Vice Chancellor and has a university-wide focus on:

- Delivering strategic leadership
- Allocating capital according to strategic priorities
- Developing and overseeing a business framework that includes appropriate financial and other organisational planning and controls.
- Ensuring identity or brand is consistent with strategic intent and purpose, and
- Overseeing policies and initiatives that develop the academic and professional expertise of university staff members.

6.2 OFFICE OF THE PROVOST

Led by the Provost, the Office of the Provost supports the achievement of the vision and objectives for education, people and community set out in *Advancing Melbourne 2030*. The Office of the Provost portfolio sits alongside other divisions (Research, International,

Strategy & Culture, Administration & Finance) within Chancellery, and is responsible for strategic leadership in:

- Education and student experience, including curriculum, teaching and learning quality and innovation, learning technologies and spaces, student wellbeing and engagement and widening participation for students from disadvantaged backgrounds.
- People and community, including Human Resources, academic and professional staff careers, University community-building, diversity and inclusion for students and staff, and the Respect at Melbourne program.
- Indigenous strategy, including research, education and engagement, student and staff planning, truth-telling and cultural heritage.

The Office of the Provost works closely with Faculties, other areas of Chancellery and external partners.

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>