



POSITION DESCRIPTION

Science Secretariat
Faculty of Science

Student and Academic Services Officer

POSITION NO	0062848
CLASSIFICATION	UoM 5
SALARY	\$83,159 - \$95,518 p.a. (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full time (1 FTE) 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 fully considered subject to meeting the inherent requirements of the position.
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	Fleur Hickman fhickman@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 Student and Academic Services Officer is responsible for supporting core functions across the broader Student and Academic Services team, to ensure the timely delivery of programs and processes that support graduate and undergraduate courses and student programs within the Faculty of Science.

The incumbent will focus on Special Consideration and support the team's key deliverables by assisting with the faculty's core teaching processes, responding to student inquiries, and performing general administrative tasks.

The Student and Academic Services Officer will be part of a busy, multidisciplinary team, working across science courses and subjects, ensuring a client-focused service of a consistently high quality, including seeking information from, and making appropriate referrals to more senior or specialist staff.

The position is located at the Parkville campus but may be required to travel occasionally to Werribee or Dookie campuses.

We encourage applicants from under-represented groups, including Aboriginal and Torres Strait Islander people. To allow us to consider performance relative to opportunity, we also invite applicants to provide a brief statement (up to 1 page) that describes circumstances that may have affected their career development or progression, including career interruptions or delays, periods of part time work, or forms of bias they have experienced.

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.

- ▶ Support the delivery of the faculty's core teaching processes, including Special Consideration, Academic Misconduct, Results entry, and ad-hoc activities as required.
- ▶ Contribute to overall team priorities and activities as needed; this may include supporting student events and programs and assisting with projects and administration across peak period activities.
- ▶ Provide support for the efficient administration of academic programs including course and subject change processes and student handbook coordination.
- ▶ Assist with the assessment and processing of student applications for Study Abroad and Exchange and internship subjects.
- ▶ Adopt a client management approach, demonstrating a detailed understanding of published material, appropriate interpretation and application of policy and procedure, accurate advice about the range of services and activities available to students.
- ▶ Maintain accurate and appropriate records of student advice and decisions in relation to student enrolment.
- ▶ Provide executive support for academic committees, including managing meeting schedules, attendance lists, agendas and minutes.
- ▶ Use of multiple systems and databases, such as StudentOne, CAPS, OneCRM, APEX, Excel and Microsoft OneDrive applications.
- ▶ Compliance and quality assurance management, in line with requirements under the University's risk management framework including OH&S, legislation, statutes, regulations and policies.

1.1 SPECIAL REQUIREMENTS

- ▶ Occasional out of hours required assisting with functions, meetings, or student related events such as Orientation, Open Day.
- ▶ Annual leave must be taken at a time which accommodates the peak workflows of the area.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ A relevant tertiary qualification, and experience within a academic administration, or an equivalent combination of relevant work experience, education and/or training.
- ▶ High level interpersonal skills including the capacity to strategically initiate and build strong working relationships with academic and professional staff from across the University.
- ▶ Demonstrated ability to work effectively in a team, as well as independently when required.
- ▶ Demonstrated attention to detail, with the ability to interpret and provide advice on established policies and procedures including the ability to recognise when further advice from or referral to more senior staff is required.
- ▶ Excellent written and verbal communication skills including report writing skills.

- ▶ Demonstrated ability to prioritise, meet deadlines and work efficiently and accurately in a busy and complex environment with large volumes of activity.
- ▶ Knowledge of student information systems and tertiary education sector

2.2 DESIRABLE

- ▶ Experience in student administration.

2.3 OTHER JOB RELATED INFORMATION

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

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Student and Academic Services Officer receives direction from the Manager, Curriculum and Teaching Support, and operates within the broad framework of Faculty and University policy and requirements. Performing tasks and/or assignments which typically require experience and functional proficiency in the work area's rules, regulations, policies, procedures, systems, processes and techniques and how they interact with other related functions. The work can involve assisting and advising others in support of the achievement of their objectives.

3.2 PROBLEM SOLVING AND JUDGEMENT

This role operates within well-defined procedures with diversified precedents. The role requires analysis and interpretation of differing situations and need to identify, search and select solutions through experience and the application of acquired knowledge.

Recommendations for changing policy and current work practices would be referred to their supervisor.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Student and Academic Services Officer is required to have a detailed understanding of University and Faculty enrolment and courses, subjects, awards and programs policy and procedures as well as the student information system.

The incumbent should possess excellent computer skills with a demonstrated ability in word processing, web content management, Excel, PowerPoint and the use of databases.

The Officer needs to be authoritative on methods, systems and procedures used. Ordinary courtesy and effective communication in dealing with others is required. All communication aims at giving and receiving information and maintaining a favourable working relationship.

3.4 RESOURCE MANAGEMENT

The Student and Academic Services Officer is expected to be responsible for their own time management and prioritisation of tasks to ensure that key responsibilities are met.

3.5 BREADTH OF THE POSITION

The Student and Academic Services Officer is expected to build strong relationships with the seven 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 Student and Academic Services Officer will need to interact effectively and appropriately with a variety of staff at all levels, both internal and external to the University, on many different issues.

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

<https://science.unimelb.edu.au>

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 six of the University's seven campuses – Parkville, Dookie, Burnley, Creswick, Shepparton 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>