



POSITION DESCRIPTION

Student and Academic Services
Faculty of Science

Program Officer, Engagement

POSITION NO	0057074
CLASSIFICATION	UOM 6
SALARY	\$96,459 - \$104,413 (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full time (1.0 FTE)
BASIS OF EMPLOYMENT	Fixed-Term 12 months contract. FLEXIBLE EMPLOYMENT 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 welcomed and will be fully considered subject to meeting the inherent requirements of the position.
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	Shainie Holt Tel +61 3 8344 5613 Email Shainie.holt@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 country throughout Australia. The University recognises the unique place held by Aboriginal and Torres Strait Islander peoples as the original custodians of country and their continued connection to the land, waterways, songlines and culture. The University respects all Aboriginal and Torres Strait Islander People and warmly embrace those students, staff, Elders and collaborators who identify as First Nations.

Position Summary

Working within the Student and Academic Services team in the Faculty of Science (FoS), this position supports the smooth operational delivery of the University's Academic and Peer Mentoring programs for the Faculty of Science. This involves delivering a series of evolving large-scale cyclic activities that focus on connecting commencing undergraduate students with a cohort of peers and a later year peer mentor, followed by a series of meetings with a dedicated academic staff member.

As a university-wide undergraduate student focused initiative, this role works closely with Student and Scholarly Services (SASS), and with peers delivering comparable activities across all in-scope Faculties. This work context allows these programs to be delivered in a way that achieves an overall consistency and quality, balanced against the local context and requirements expected in a large, comprehensive university with diverse faculty operating environments.

In addition, the Program Officer, Engagement, will support the design and delivery of a range of initiatives to support students' successful transition to university. This includes developing and delivering targeted communications and resources to support students at risk of academic failure early in their first semester.

More information can be found here:

- Academic Mentoring: <https://students.unimelb.edu.au/student-life/academic-advising>
- Melbourne Peer Mentor Program: <https://students.unimelb.edu.au/student-life/peer-mentor-program>

1. Key Responsibilities

PROGRAM COORDINATION AND SUPPORT

- ▶ Work closely with Faculty's Team Leader, Advising and Mentoring and SASS Coordinators, to deliver the Academic and Peer Mentoring programs in the Faculty of Science in line with the agreed annual operating cycle and detailed project plans.
- ▶ Provide support for engagement and delivery of the programs including:
 - Responding to academic and peer mentors and student enquiries to provide timely assistance, systems support, escalation, and accurate referrals to appropriate services using the enterprise-wide platforms (OneCRM and ServiceNow) to enable effective engagement with the Mentoring Programs.
 - Monitoring and reporting data on student and adviser participation, ratios, feedback, and emerging issues to Team Leader, Advising and Mentoring and SASS Coordinators to enable timely improvements.

- Monitor feedback from academic and peer mentors, and other data which could identify students at risk and/or needing additional assistance and overseeing following up and referral.
- ▶ Support SASS in delivering the program-wide selection, training, and development of Peer Mentors.
- ▶ Under the broad direction of the Team Leader, Advising and Mentoring, work with the Academic Leads and Faculty Communications and Marketing team to oversee the development and implementation of a local engagement strategy to build awareness, ongoing acceptance, and appreciation of mentoring in the faculty.
- ▶ Work with colleagues, to ensure the timely and accurate development and delivery of faculty specific communication plans and resources for the programs, including supporting the preparation of faculty – specific content, through integration with existing local channels.
- ▶ Develop and deliver a schedule of activities in collaboration with the broader Science team for students to increase program awareness and engagement.
- ▶ Support the development of a targeted and layered communication plan for students identified as at risk of academic failure.
- ▶ Support the recruitment and onboarding of academics for the early intervention program and development of resources, workshops and learning activities to foster student engagement, learning and skills development.
- ▶ Contribute to the development and implementation of local team protocols to capture and manage information about sensitive interactions with students using awareness of best practices and applicable privacy policies.
- ▶ Contribute to program-wide evaluation by providing local data, insights, and reports to improve outcomes.
- ▶ Actively and positively contribute to a university-wide network of student life staff, enabling whole-of-university collaboration on key student experience activities such as Orientation, Melbourne Commencement Ceremonies and Melbourne Plus.
- ▶ Support and contribute to Faculty student experience initiatives and events and team coverage over peak periods as required.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ The appointee will have a minimum bachelor level degree with subsequent relevant experience; or extensive experience and specialist or broad knowledge in administrative fields; or an equivalent combination of relevant experience and education/training.
- ▶ Demonstrated experience working collaboratively as part of a team to support a range of stakeholders, ideally in a student and/or academic services context.
- ▶ Demonstrated experience in delivering cyclical administrative support for programs within a university or customer service setting, including applying high-level problem-solving skills.
- ▶ Strong proficiency and attention to detail in administering large multi-cohort programs using enterprise systems (including Salesforce and Microsoft Excel) to monitor engagement, manage enquiries, manage relationships, identifying trends and issues, reporting, and escalating issues as appropriate.

- ▶ Excellent oral and written communication skills, with an ability to communicate to diverse student, staff and/or stakeholder groups.
- ▶ Demonstrated commitment to improving the student/client/customer experience with a focus on connection, belonging and/or wellbeing.

2.2 DESIRABLE

- ▶ Experience working in a tertiary education setting to improve the student experience.
- ▶ Knowledge of the University of Melbourne's systems, policies, and procedures.
- ▶ Experience in communications and / or engagement.

2.3 OTHER JOB-RELATED INFORMATION

- ▶ This position requires the incumbent to hold a current and valid Working with Children Check.
- ▶ Work outside of normal business hours is required from time to time for specific functions.
- ▶ To deliver key program milestones, there are annual leave restrictions during the start of each undergraduate semester (i.e., staff will be required to work during February, March, July and August)

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

This position works under broad direction of the Team Leader, Advising and Mentoring in the Faculty of Science, and in close collaboration with the SASS Coordinators.

The position will be physically located in the Faculty of Science which it supports and will work directly with academic and professional staff colleagues in this faculty and in SASS to deliver the position accountabilities described in this position description.

This operating environment will require a high degree of collaboration and influence amongst colleagues, noting the difference between supervisory relationships, key stakeholder relationships and the best interest of the students.

The position therefore requires a high degree of teamwork and initiative, with the capacity to effectively determine when to seek direction and when to act independently.

3.2 PROBLEM SOLVING AND JUDGEMENT

The position supports the delivery of university wide student experience initiatives and supports the faculty to integrate these activities to the local context. The capacity to contribute to a team environment and participate in collaborative problem solving and the sharing of good practices is essential.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent will require knowledge of local and University policies, procedures and protocols and is expected to have or to develop a comprehensive knowledge of student experience activities and support services available to students.

3.4 RESOURCE MANAGEMENT

The incumbent directly manages their own time resources and will bring to the attention of the Team Leader, Advising and Mentoring the requirement for any additional resources or tools.

3.5 BREADTH OF THE POSITION

This position covers a range of duties and functions that encompass areas directly related to the administration of high-quality programs focussed on enhancing the student experience.

This requires the incumbent to effectively contribute to both the ongoing process and procedures for administering these initiatives and enabling their effective local delivery, with a keen focus on continuous improvement both in terms of resource utilisation and the positive contribution these initiatives make to the student experience.

The position is part of a larger network of professional staff supporting the delivery of the University-wide Academic and Peer Mentoring programs and the broader student experience 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 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. School

6.2 FACULTY OF SCIENCE

<http://www.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 five of the University's campuses – Parkville, Dookie, Burnley, Creswick 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>