

# POSITION DESCRIPTION



Student and Scholarly Services  
Chief Operating Officer Portfolio

## Manager, Outreach and Engagement

*Only Indigenous Australians are eligible to apply as this position is exempt under the Special Measure Provision, Section 12 (1) of the Equal Opportunity Act 2011 (Vic).*

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**POSITION NUMBER**

0055891

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**PROFESSIONAL  
CLASSIFICATION  
STANDARD/SALARY**

UOM 8 - \$119,742 - \$129,607 per annum (pro rata for part-time)

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**SUPERANNUATION**

Employer contribution of 17%

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**WORKING HOURS**

Full Time (1 FTE)

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**BASIS OF EMPLOYMENT**

Continuing

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**HOW TO APPLY**

Go to <http://about.unimelb.edu.au/careers>, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.

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**CONTACT  
FOR ENQUIRIES ONLY**

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*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](https://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.

## **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 of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Advancing Melbourne', at  
<https://about.unimelb.edu.au/strategy/advancing-melbourne>

## **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:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

### **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.

### **MURRUP BARAK**

Murrup Barak means 'the spirit of Barak' in Woivurrung language. We chose this name to honour the memory of William Barak – a visionary Wurundjeri leader.

Murrup Barak has a diverse team delivering on our objectives and annual priorities in support of the Aboriginal and Torres Strait Islander student cohort. We work closely with colleagues across the Student and Scholarly Services division, Chancellery and Indigenous Leadership of the University to achieve outcomes in Indigenous outreach, engagement, and student support. Murrup Barak also delivers wellbeing, cultural, social and academic support services, such as the Indigenous Tutorial Access Scheme to support Aboriginal and Torres Strait Islander students at any stage in their degree.

The purpose of Murrup Barak is to provide a safe, responsive, and empowering service to Aboriginal and Torres Strait Islander students. We support First Peoples both interested in higher education and currently enrolled at The University of Melbourne.

### **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.

## **ABOUT THE ROLE**

### **Position Purpose:**

The Manager, Outreach and Engagement leads a high-performing team to implement and deliver Murrup Barak's Indigenous outreach and engagement strategy. You will supervise and work alongside the Outreach and Engagement Officers to provide tailored support, guidance and opportunities to Aboriginal and Torres Strait Islander future students, schools and communities.

The Manager, Outreach and Engagement will develop strategies, drive initiatives and establish collaborative relationships with internal and external stakeholders to identify trends, recognise and minimise barriers and increase access to higher education for Aboriginal and Torres Strait Islander people at both the undergraduate and graduate level.

The Manager, Outreach and Engagement should have a deep understanding of Aboriginal and Torres Strait Islander educational experiences, pathways and research. Experience in working with Indigenous communities and a proven track record in effectively managing high-performing teams and programs is essential. The role demands outstanding skills in communication, advocacy and the ability to influence and negotiate respectfully to achieve the best outcomes for Aboriginal and Torres Strait Islander future students.

Reporting line: Associate Director

No. of direct reports: 2

No. of indirect reports: 0

Direct budget accountability: \$80,000

### **Key Dimensions and Responsibilities:**

Task level: Significant

Organisational knowledge: Moderate

Judgement: Significant

Operational context: \*

OH&S and compliance: 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. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

### **Core Accountabilities:**

- Lead the operations of the Indigenous Outreach and Engagement team, including the development and execution of strategic plans, budget management, data collection and preparation of high-level reports.
- Manage a small team of high-performing and autonomous Outreach Officers, provide guidance, delegate tasks, appropriately manage case escalations and identify professional development opportunities.
- Oversee the delivery of the Indigenous Outreach and Engagement plan by supporting the team to facilitate secondary school visits, campus experiences, Open Day, expos and community events.
- Develop a strategy to attract and retain graduate students by identifying partnerships with Aboriginal and Torres Strait Islander community organisations and the resources required to enhance graduate programs and scholarships.
- Undertake training and professional development opportunities to increase in house knowledge, capabilities and skills.
- Respond to escalated enquiries in a timely manner ensuring applicants have been provided with excellent customer service, referral to appropriate service and resolve accordingly.
- Collaborate with Murrup Barak teams on matters relating to future students, ensuring a smooth transition from admissions to enrolment, engage the Student Success Team during orientation period.
- Maintain and oversee merchandise stock for future outreach and engagement events and campaigns. Complete regular audits, manage requests with preferred suppliers.
- Work closely with the Associate Director to identify trends and progress high-level future student priorities.

- Identify and manage potential risks associated with outreach activities and ensure compliance with policies and legal requirements.
- Implement regular evaluation processes for outreach and engagement programs and services to assess effectiveness, gather feedback, and identify areas for improvement.
- Participate in meetings/working groups to ensure a cohesive approach to Indigenous future student engagement and support. Provide high-level updates, prepare briefings, and deliver presentations for varied audiences.
- Attend and chair meetings, provide high-level updates, prepare briefings, reports and presentations for a wide range of audiences.

### **Selection Criteria:**

#### Education/Qualifications

1. The appointee will have: A qualification in a relevant field of study and extensive relevant experience, or an equivalent combination of relevant experience and/or education/training.

#### Knowledge and skills:

2. Demonstrated experience with developing and implementing strategy pertaining to Indigenous education, access and participation.
3. Ability to manage a high-performing team, monitor performance and provide ongoing feedback, guidance and support.
4. Excellent written and verbal communication skills with a demonstrated ability to build and maintain effective relationships with internal and external stakeholders and manage sensitive stakeholder relationships.
5. Well-developed ability to deliver presentations to a diverse audience including colleagues, department and faculty staff, community organisations, schools, secondary students, parents and teachers.
6. Excellent interpersonal skills and demonstrated sense of discretion, judgement and cultural sensitivity in resolving problems and negotiating solutions.
7. Highly-developed professional organisational skills including the ability to coordinate workflow, determine priorities, schedule tasks to meet deadlines and effectively balance competing demands within a high-pressure environment.
8. Demonstrated ability to establish effective collaborative relationships and maintain successful stakeholder engagement.
9. Demonstrated strong leadership skills, with a proven ability to build a cooperative and inclusive workplace culture.
10. Excellent oral and written communication and analytical skills.

### **Other job related information:**

*A current driver's licence is required for off-campus meetings and activities, as well as for travel to different areas in relation to the promotion of Indigenous Education and opportunities at the University.*

*Work outside of ordinary hours may be required during interstate travel activity, outreach, events including Open Day etc.*

*Employment in this position is conditional upon reception and maintenance of a Working With Children Check.*

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