



## POSITION DESCRIPTION

Office of the Provost  
Chancellery

### Student Success Advisor (Melbourne Online)

<b>POSITION NO</b>	0063651
<b>CLASSIFICATION</b>	UOM 5
<b>SALARY</b>	UOM 5 –\$83,159 - \$95,518 p.a. plus 17% super
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full time
<b>BASIS OF EMPLOYMENT</b>	Continuing
<b>OTHER BENEFITS</b>	<a href="https://about.unimelb.edu.au/careers/staff-benefits">https://about.unimelb.edu.au/careers/staff-benefits</a>
<b>HOW TO APPLY</b>	Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Sarah Wolfe Email: <a href="mailto:sarah.wolfe@unimelb.edu.au">sarah.wolfe@unimelb.edu.au</a> <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](http://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, Melbourne Online is the University of Melbourne's newly created online education business.

At Melbourne Online, we are not just educators; we're leaders in education, and this newly created role is key to this transformative journey. Reporting to the Manager of Admissions and Student Success, the Student Success Advisor (SSA) is a vital member of the fast-paced, student-centred Melbourne Online team, dedicated to providing comprehensive support and guidance to students throughout their academic journey. This role involves assisting students through all stages of the online student lifecycle, providing tailored assistance and advocacy to promote student success and well-being. The SSA will also navigate university services and systems, as well as collaborate closely with internal and external stakeholders to enhance the overall student experience.

The ideal candidate for this position will demonstrate exceptional service and communication skills, with a talent for problem solving and genuine passion for supporting student success. They will possess a background in student services, with a proven track record of delivering a range of student lifecycle services and success initiatives for students from a range of backgrounds.

## 1. Key Responsibilities

- ▶ **Student Lifecycle Delivery:** Provide comprehensive, high quality and holistic advice and tailored assistance regarding services and supports to students across the online student lifecycle. Including (but not limited to) – onboarding, enrolment, academic adjustments and completions in line with the University's agreed service standards, protocols and performance expectations.
- ▶ **Outreach and Engagement:** Proactively engage with students to establish academic and career goals, develop action plans and interventions through coaching, and identify resources and support services to help them succeed.
- ▶ **Support and Referral:** Connect students with appropriate campus resources and supports, as well as academic enrichment opportunities to enhance their learning experience and wellbeing, promoting student success.
- ▶ **Collaboration and teamwork:** Contribute to a positive, professional, and flexible work environment that fosters innovation, teamwork, high achievements, and job satisfaction. Including building and maintaining strong relationships across key areas and stakeholders.
- ▶ **Continuous Improvement:** Contribute to ongoing process improvement initiatives by identifying opportunities to streamline workflows, enhance efficiency, and improve the overall service delivery experience. As well as proactively identifying and escalating any issues, difficulties or problems to drive improvement strategies.
- ▶ **Systems and Data Management:** Continuously build and maintain proficiency across the suite of University systems and databases that support the student lifecycle, as well as the MS Office suite, including best practice for document management and hygiene. Ensuring that all interactions are managed sensitively and in accordance with the University's privacy policy.
- ▶ **Projects and Other Work:** Contribute to and deliver projects and/or other work as set out by the Manager of Admissions and Student Success in order to meet overarching team goals and objectives.

## 2. Selection Criteria

### 2.1 ESSENTIAL

- **Education:** A degree qualification or the equivalent combination of relevant experience and/or education/training.
- **Experience:** Previous experience and a demonstrated commitment to providing quality service and advice to students with sound judgement, sensitivity and confidentiality.
- **Communication Skills:** Excellent written and verbal communications skills, with a demonstrated ability to quickly develop strong relationships across diverse groups.
- **Organisational Skills:** Strong organisational skills to manage multiple tasks simultaneously and effectively, prioritise work, and meet deadlines in a fast-paced and changing environment.

- Continuous improvement: Demonstrated ability to engage in process improvement initiatives, proactive problem solving and contribute to culture of continuous improvement through knowledge sharing and issue identification.
- System Proficiency: Knowledge of and ability to effectively utilise systems such as CRM and other student systems, coupled with sound knowledge of MS Word, Excel, Outlook and strong internet search capabilities.

## 2.2 ADDITIONAL REQUIREMENTS

- Employment in this position is conditional upon receipt and maintenance of a Working with Children Check.
- Evening and weekend work may be required.
- Annual leave must be taken at a time which accommodates the peak workflows of the area.

## 3. Job Complexity, Skills & Knowledge

### 3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Student Success Advisor operates under the guidance of the Manager of Admissions and Student Success but exercises a degree of autonomy in providing student support services and advice related to student advising and advocacy.

### 3.2 PROBLEM SOLVING AND JUDGEMENT

This role requires strong problem-solving and judgment skills to assess student needs, identify barriers to success, and develop appropriate interventions and support strategies. Advisors must use discretion and sound judgment when addressing student concerns and advocating on behalf of students.

### 3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

Student Success Advisors must possess a comprehensive understanding of higher education policies, procedures, and support services, as well as knowledge of relevant regulations and compliance requirements. They must stay informed about institutional resources, academic programs, and student networks to effectively support students.

### 3.4 RESOURCE MANAGEMENT

While primarily responsible for providing direct student support and guidance, Student Success Advisors may also collaborate with other departments and stakeholders to coordinate resources and support services for students. This may involve managing referrals to campus resources and maintaining accurate records of student interactions and interventions.

### 3.5 BREADTH OF THE POSITION

The scope of the Student Success Advisor's responsibilities encompasses providing holistic support to students throughout their academic journey, from enrolment to graduation. Advisors may work with students from diverse backgrounds and academic programs, requiring the ability to adapt their approach and support strategies to meet

individual student needs. They may also collaborate with faculty, staff, and external partners to address systemic issues impacting student success and retention.

## ***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>