**Student Experience Team**
Faculty of Engineering and Information Technology

# Student Programs Coordinator

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| **POSITION NO** | 0063104 |
| **CLASSIFICATION** | UoM6 |
| **SALARY** | ($96,459 – $104,413 p.a. plus 17% super pro rata for part-time) |
| **SUPERANNUATION** | Employer contribution of 17% |
| **WORKING HOURS** | Full time |
| **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** | |
| | Email Michelle.Bellino@unimelb.edu.au@unimelb.edu.au |
| | *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

**Date Created:** dd/mm/yyyy    **Last Reviewed:** dd/mm/yyyy    **Next Review Due:** dd/mm/yyyy

# 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 Programs Coordinator is responsible for coordinating initiatives designed to cultivate a sense of belonging and connection within the Faculty of Engineering and Information Technology (FEIT) student community. This role involves the coordination and implementation of enrichment programs for FEIT coursework students, encompassing the entire student journey, from orientation to peer-to-peer mentoring, professional skills development, and well-being initiatives. The primary goal is to equip FEIT students with the skills and knowledge needed for a successful transition into their professional careers.

Reporting to the Manager of Student Enrichment and Belonging, the Student Programs Coordinator collaborates closely with other faculty members and university stakeholders. The role entails end-to-end coordination of both new and existing enrichment programs, contributing to an enhanced student experience and fulfilling team and Faculty objectives.

This position holds significant importance in creating a vibrant and inclusive environment for FEIT students. It plays a pivotal role in enhancing their academic and personal development through enrichment opportunities, ultimately positioning FEIT as a leading destination for engineering and information technology education.

# Key Responsibilities

## 1.1 OPERATIONAL ACTIVITIES AND SERVICE QUALITY

- Coordinate and implement the Student Experience strategic plan taking into consideration the full current student journey, need and mindset of the student experience.

- Coordinate and implement existing and new student engagement initiatives, including delivery of activities and events.

- Coordinate, implement, and evaluate enrichment programs that are specifically tailored for FEIT students. These programs should focus on creating a strong sense of

belonging and connection among students while enabling them to engage with industry partners.

▸ Design and execute orientation programs that introduce new FEIT students to the faculty, facilitate connections with their peers, and instil a sense of belonging from the very beginning of their academic journey.

▸ Encourage student participation in various enrichment program activities, fostering connections within the faculty, and promoting well-being and professional development.

▸ Work with alumni and industry organisations to provide students with opportunities for professional growth and development through STEM Industry Mentoring, networking events, professional skills series.

▸ Coordinate mentoring initiatives and create opportunities for FEIT student cohort. Work with student and enterprise systems support, including OneCRM, to implement and monitor the technology platforms needed to effectively operationalise mentoring programs.

▸ Coordinate mentoring initiatives, including operations, processes and smart sheets that support University-wide collaborative delivery and are aligned to the student lifecycle, including preferencing, matching, recruitment, training, and orientation.

▸ Coordinate the baseline program content for mentoring initiatives, ensuring that it delivers a clear suite of sessions that enable student transition and support the student experience.

▸ Build strong, collaborative working relationships and partner with key stakeholders including colleagues from relevant teams within Student and Scholarly Services, Business Services, FEIT's departments and Schools and academics.

▸ Build strong relationships with FEIT's student clubs and societies to support their leadership development and enhance their contributions to the faculty community.

▸ Continuously evaluate the effectiveness of enrichment initiatives and leverage data-driven evaluation and analysis of student participation, engagement, and satisfaction to continuously enhance initiatives, programs, and overall educational experiences through evidence-based decision-making and systematic improvement processes

▸ Fulfill responsibilities related to OH&S and EH&S as outlined in section 5, ensuring a safe and environmentally responsible program environment.

▸ Undertake or assist with other appropriate projects or duties as directed.

## Selection Criteria

### 1.2  ESSENTIAL

▸ A tertiary qualification with subsequent work experience or an equivalent combination of experience and/or education/training in a similar role in a tertiary environment.

▸ Experience in coordinating or supporting the successful delivery of programs or projects, including the delivery of activities and events.

▸ Proven experience developing and managing relationships with a wide range of employers, industry and professional networks, community organisations and internal and external stakeholders.

▸ Excellent verbal and written communication skills including the ability to provide advice and support to a diverse range of stakeholders at all levels, and a willingness to present and facilitate information sessions.

- Advanced interpersonal skills including the ability to build professional relationships across the Faculty and wider university in a student centric and team based environment.

- The ability to work cooperatively within a team and to take initiative to lead projects when appropriate, as well as being able to self-motivate and work autonomously with independence under broad direction.

- Demonstrated problem solving skills with the ability to exercise sound judgement, prioritise workload, and deliver creative solutions.

- Excellent planning and organisational skills with the capacity to handle multiple demands, prioritise tasks and meet deadlines.

- Strong computer literacy skills with demonstrated information technology capabilities with a large range of software, including Microsoft Office suite, databases, email and web management, with the capacity to quickly learn new systems.

### 1.3 INFORMATION

- Occasional work out of ordinary hours, travel, etc.
- This position requires the incumbent hold a current and valid Working with Children Check. The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with the Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.

## 2. Job Complexity, Skills, Knowledge

### 2.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Student Programs Coordinator reports to the Manager, Student Enrichment and Belonging and will work under the general direction of this line manager.  The position will need to work collaboratively with other staff in the team, Faculty, University and externally and build relationships of influence to achieve positive outcomes.  The Student Programs Coordinator is responsible for their own time management and prioritisation of tasks to ensure that key responsibilities are met, issues are identified, and solutions recommended in a timely manner.

### 2.2 PROBLEM SOLVING AND JUDGEMENT

Well-developed problem-solving skills and sound judgement are critical to this role. The Student Programs Coordinator will need to display initiative and exercise judgement in the resolution of issues. The role requires a considerable decree of tact, diplomacy, and maturity to communicate with a wide range of clients/stakeholders.

### 2.3  PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Student Program Coordinator is expected to perform work assignments guided by policy, precedent, professional standards and technical expertise.  They require knowledge of program and project coordination and administrative practices and will also have the capability to appreciate the strategy underpinning student experience programs. They will be a conceptual thinker and communicator and will be required to develop a broad knowledge of the University environment and structure

### 2.4  RESOURCE MANAGEMENT

The Student Programs Coordinator will be required to liaise with members of their team, the wider Faculty, stakeholder teams within the University, and external service providers to deliver on program objectives.

### 2.5  BREADTH OF THE POSITION

The Student Program Coordinator will have depth or breadth of expertise developed through relevant experience and application to support the implementation and continuous improvement of student enrichment and belonging programs with minimal direction. The position requires the ability to balance a range of tasks simultaneously and to prioritise these effectively.

## 3. *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.

## 4. *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.

# 5. Other Information

## 5.1 ORGANISATION UNIT

The Faculty of Engineering and Information Technology (FEIT) has been the leading Australian provider of engineering and IT education and research for over 150 years. We are a multidisciplinary School organised into three key areas; Computing and Information Systems (CIS), Chemical and Biomedical Engineering (CBE) and Electrical, Mechanical and Infrastructure Engineering (EMI). FEIT continues to attract top staff and students with a global reputation and has a commitment to knowledge for the betterment of society.

FEIT has never been better positioned as a global leader, anchored in the dynamic Asia Pacific region, creating and curating knowledge to address some of the world's biggest challenges. Through our students and our relationships with communities, we can not only respond to society's needs but anticipate and create engineering and IT solutions for the future. https://eng.unimelb.edu.au/about/join-feit

Our ten-year strategy, FEIT 2025, is our School's commitment to bring to life the University-wide strategy Advancing Melbourne and reinforce the University of Melbourne's position as one of the best in the world. To achieve our ambitions, we will continue to build new infrastructure to enable our teaching, research and engagement; we continue to recruit outstanding people from around the world; and we continue to attract high-quality students from across the globe who are at the heart of our enterprise. https://eng.unimelb.edu.au/about/feit-2025

## 5.2 ORGANISATIONAL UNIT

The role sits within the Student Experience Team, who provide a range of services to the broader Faculty in leading and implementing the strategies associated with the faculty's student experience, centred on improving various facets of our students' educational journey, including ensuring a consistent and high-quality experience, fostering contemporary learning environments, and providing resources that extend beyond conventional classroom settings. Connecting with alumni and partners to enhance the student experience, drawing on their industry and external knowledge and ensuring that students are at the centre.

## 5.3 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

## 5.4  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, 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 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 that will reshape the campus and our contribution to the communities we engage with. This strategy and the priorities proposed are centred around five intersecting themes: place, community, education, discovery and global.

## 5.5  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