



## POSITION DESCRIPTION

### Academic Services

Faculty of Business and Economics

## Academic Programs Officer

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| <b>POSITION NO</b>                | 0063676  |
| <b>CLASSIFICATION</b>             | UOM Level 5  |
| <b>SALARY</b>                     | \$83,159 - \$95,518 per annum  |
| <b>SUPERANNUATION</b>             | Employer contribution of 17 %  |
| <b>WORKING HOURS</b>              | Full-time (1 FTE)  |
| <b>BASIS OF EMPLOYMENT</b>        | Fixed term (6 months)  |
| <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> | Mr Adam Agostino (Manager, Graduate Research)<br>Tel +61 3 9035 3458<br>Email <a href="mailto:adam.agostino@unimelb.edu.au">adam.agostino@unimelb.edu.au</a><br><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)

## ***Position Summary***

The Academic Programs Officer is part of a team of staff in Academic Programs with responsibility for the timely delivery of process outcomes related to the faculty's degree programs. The team provides admissions services for the faculty's Honours and Doctoral programs and awards student stipends, scholarships and fee remissions. The incumbent will primarily work across these functional areas.

Additionally, the team is responsible for supporting curriculum development through providing secretarial support to several committees, managing the annual course and subject change process and by authorising all approved Handbook changes. The team also manages academic misconduct committees, academic board appeal responses, internal course transfer applications, and faculty dual degree programs.

The incumbent will be expected to contribute to a professional, proactive, collaborative culture within the team and will display excellent interpersonal skills, the ability to interpret policy and implement processes and a strong commitment to customer service.

This position reports to the Manager, Graduate Research

### **1.1 KEY RESPONSIBILITIES**

- Provide accurate and timely information and advice in response to queries regarding admissions procedures, application progress, and offer management to support the efficient and client-focused delivery of admission services for both Honours and Doctoral programs.
- Process, assess, and issue course and scholarship offers accurately and efficiently within agreed timelines and in accordance with established criteria.
- Effectively collaborate with key stakeholders, including Student and Scholarly Services and faculty/department staff to deliver accurate and swift application turn-around times and meet selection targets.
- Work effectively with academic and professional staff across the faculty to ensure an effective process is delivered for both prospective students and academic staff.
- Work across the functional areas of the team to maintain standards of service during high-volume periods and deliver outcomes to clients.
- Build and maintain collaborative working relationships with key divisional stakeholders and staff, while collaborating closely with staff across the University to support best practices within the team and support continuous improvement and innovation.
- Other duties and tasks of a commensurate level as determined by the supervisor.

## ***2. Selection Criteria***

### **2.1 ESSENTIAL**

- A degree or diploma qualification with subsequent relevant experience; or an equivalent combination of relevant experience and/or education and training.
- Demonstrated commitment and experience with providing a high level of client service to deliver outcomes.
- The ability to work as an effective team member including the capacity to develop and maintain productive working relationships.

- High level written and verbal communication skills including the ability to effectively communicate with a range of stakeholders.
- Demonstrated ability to prioritise, meet deadlines and maintain a high level of focus and accuracy in a busy environment with large volumes of activity.
- Ability to work collaboratively and flexibly both in a team and independently and in an environment with changing demands.

## 2.2 DESIRABLE

- Experience in the selection of students for courses and scholarships.
- Experience using student administration systems (StudentOne), CRMs and a range of IT platforms.

## 2.3 OTHER JOB RELATED INFORMATION

- This position requires the incumbent to hold a current and valid Working with Children Check.
- There are peak periods for this role during which time requests for leave may not be approved.
- Occasional work out of ordinary hours.

# 3. Job Complexity, Skills, Knowledge

## 3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The position will operate under the general direction of the Manager, Graduate Research and will also work closely with other Academic Program team members, and with the Assistant Dean (Graduate Research) and Graduate Research Program Directors. The role requires that the incumbent take responsibility for their work and independently carry out agreed tasks, be self-motivated, proactive and be able to prioritise workload and plan ahead. The development of effective relationships with staff within the faculty and the wider University Community is essential.

## 3.2 PROBLEM SOLVING AND JUDGEMENT

The Academic Programs Officer works within the broad framework of University and Faculty policies and is expected to resolve problems and make decisions relating to the day-to-day running of the activities for which they are responsible and to escalate to the Manager, Graduate Research more complex and non-routine matters. The incumbent is expected to exercise sound judgement in managing competing priorities to ensure that work is completed in a timely manner and in making sound decisions for the activities they manage.

## 3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The position will be expected to acquire a well-developed understanding of Faculty and University policies, in particular those related to Admissions, Scholarships, Enrolment, Timetabling, Courses and Awards and Academic Integrity. An understanding of issues affecting both students and staff in an academic environment is important, along with the

capacity to work with a range of people at different levels within the University, and externally.

#### ***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 BUDGET DIVISION**

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

<https://fbe.unimelb.edu.au/about/join-fbe>

Through its leading research and teaching, the Faculty of Business and Economics at the University of Melbourne influences policy design, corporate governance, and business practices globally.

The Faculty of Business and Economics has been preparing students for exciting and challenging careers since 1924. The Faculty offers extensive undergraduate, graduate, and research higher degree study options through the Bachelor of Commerce, Melbourne Business School suite of postgraduate programs. There are more than 10,000 students enrolled in undergraduate and graduate degrees within the Faculty. The Bachelor of Commerce is one of the most sought-after business courses in Australia. The Faculty is also the home of leading research masters degrees and the PhD. The Faculty hosts world class academics and professional staff, the brightest students, alumni, and other stakeholders. Since its establishment, the Faculty has produced a large number of leaders in business, government, and academia, in Australia and around the world. We are committed to enhancing our applied research outcomes, expanding our curriculum, and bolstering our connections with industry to help shape the world of business and economics in Australia and internationally.

The Faculty seeks to welcome and value the unique contributions of people from all backgrounds. We are committed to diversity and inclusion practices to achieve our vision through the policy of relative-to-opportunity performance evaluation and initiatives such as Faculty Carer's Travel Support Scheme, Professional Development Programs, Awards for excellence in teaching and research.

## 6.2 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>

## 6.3 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.

#### 6.4 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>