



POSITION DESCRIPTION

Student and Academic Services
Faculty of Science

Manager, Student Mentoring and Engagement

Position No	0057072
Classification	UOM 8
Salary	\$119,742- \$129,607 p.a. (pro rata for part-time)
Superannuation	Employer contribution of 17%
Working Hours	Full time (1.0 FTE)
Basis Of Employment	Continuing 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	Shianie Holt 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 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 Manager, Student Mentoring and Engagement is responsible for all aspects of the operational delivery of the Faculty of Science's Academic Mentoring and Melbourne Peer Mentoring Programs. This involves delivering of 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. The Manager, Student Mentoring and Engagement is also responsible and the establishment and delivery of early interventions to identify and support students at academic risk in a timely way.

Reporting to the Director, Student and Academic Services, the Manager, Student Mentoring and Engagement leads a small team of staff and works in close collaboration with teams in Student and Scholarly Services, Academic staff, and within the faculty's broader Student and Academic Services team, to ensure these programs are integrated within the broader student experience and academic offerings.

As a member of the Student and Academic Services leadership team, the Manager, Student Mentoring and Engagement will play an important role in representing the broader team through building effective relationships with Faculty and University colleagues, and in supporting a positive and productive work environment through collaboration and contribution to team-based initiatives.

1. Key Responsibilities

- ▶ Lead a team of staff to effectively deliver the University's Academic Mentoring and Peer Mentoring program in the Faculty with responsibility for ensuring alignment to strategic program objectives and any locally designed aspects.
- ▶ Coordinate Academic Mentoring requirements across stakeholder divisions, including the Faculties of Engineering and IT, and Medicine Dentistry and Health Sciences, to ensure sufficient academics across all relevant disciplines are allocated.
- ▶ Following high-level annual operating cycles and detailed project plans developed by SASS, ensure program-wide processes for degree-based Academic and Peer Mentoring operations are delivered, including managing local processes for matching,

maintaining relationships in OneCRM and any exception scheduling, system administration and adjustments, and accurate data provision and quality assurance.

- ▶ Deliver effective local stakeholder enquiry management using the enterprise-wide platforms (OneCRM and ServiceNow) to support academic mentors, peer mentors and students including providing timely assistance, systems support, escalation and accurate referrals to appropriate services.
- ▶ Support program-wide communication campaigns and channels to provide clear, consistent messaging for all mentors and students.
- ▶ 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.
- ▶ Lead on the design and establishment of a pilot early interventions program, designed to identify students at risk of academic failure and provide targeted support.
- ▶ Collaborate with academic staff on identifying and designing effective interventions and communications to students identified as at-risk.
- ▶ Establish a reporting and monitoring system to track student interventions and outcomes.
- ▶ Support the Director, Student and Academic Services in developing an ongoing model for interventions, which also supports students beyond first year.
- ▶ Take a leadership role within the broader Faculty team to lead ongoing improvements to the Science student experience.
- ▶ Support and contribute to Faculty student experience initiatives and events as required.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ A relevant postgraduate qualification or progress towards graduate qualifications and extensive experience in program delivery and management in a university setting or an equivalent combination of relevant experience and/or education/training.
- ▶ Demonstrated high level of organisational capability and analytical problem-solving skills, including the ability to establish and maintain effective systems, procedures and processes and manage competing demands and deadlines without compromising quality.
- ▶ Demonstrated experience in leading, coaching and developing staff, and building a high performing team environment ideally in a student services context.
- ▶ Demonstrated commitment to improving the student/client/customer experience with a particular focus on connection, belonging and/or wellbeing.
- ▶ High level written and verbal communication skills with demonstrated ability to liaise and work effectively with stakeholders in a large and complex organisation and with external advisors and partners.
- ▶ Demonstrated capacity for high-level stakeholder engagement including the ability to interact effectively with a diverse group of people comprising academics, professional staff and students.
- ▶ Demonstrated ability to execute and track complex project plans and communicate data to various stakeholders including an ability to use advanced level features of word processing, spreadsheet software packages, email, electronic calendars, the MS Office Suite, internet browsers, and the ability to learn new applications.

- ▶ A high level of enthusiasm, flexibility, self-motivation, and initiative, and demonstrated ability to work independently as well as cooperatively as part of a team.

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.

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

The Manager, Student Mentoring and Engagement works to the broad objectives set by the Director, Student and Academic Services. The position works directly with academic and professional staff colleagues in the Faculty of Science and SASS to deliver the position accountabilities described in this position description.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Manager, Student Mentoring and Engagement must be able to use significant judgement to work proficiently within their own role and take responsibility for meeting work outcomes without impacting on other deadlines.

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

The incumbent will be results-focused with the ability to apply adaptive reasoning, sound judgment and critical thinking, to identify and escalate issues as appropriate and implement agreed mitigation tactics.

The position also requires high-level communication and interpersonal skills, with the capacity to use professional judgement to determine the best application of common and broadly consistent procedures and practices to the best effect in a diverse faculty context.

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 an extensive knowledge of student experience activities and the support services available to students.

3.4 RESOURCE MANAGEMENT

The Manager, Student Mentoring and Engagement will lead a small team and will work in a collaborative way with teams across SASS and other faculties to delivery University wide objectives.

3.5 BREADTH OF THE POSITION

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

This requires the incumbent to effectively contribute to both the ongoing development of these initiatives and 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 ORGANISATION UNIT

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.

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>