Position Description

| Title: Higher Degree Research Operations Officer (Commencements) | HEW Level: HEW 6 |
| Faculty/Office: Office of DVC Research | Position Number: |
| Department/Team: HDRO | Date: November 2018 |

**Position Purpose:** To administer, assess and provide advice and support for all aspects of Higher Degree Research commencements for both domestic and international students.

**ORGANISATIONAL CONTEXT**

The Strategic Research Framework 2015–2024 provides a frame of reference for the university to become world-leading in research with world-changing impact. To prepare higher degree research candidates to work in areas of research strengths, the Master of Research (MRes) program was introduced in 2013 as the main research training pathway program to a PhD.

The Higher Degree Research Office (HDRO) manages the administration of the University’s Higher Degree Research (HDR) Degrees, including the MRes program. The HDR Office reports to the Office of the Deputy Vice Chancellor (Research).

The HDR Operations Team is responsible for the management of the full student cycle of research and research training pathway programs for domestic and international candidates. It supports HDR candidates in their enrolment, progression and completion of their Research/Research Pathway Degrees.

The HDR Operation Officer (Commencements) is responsible for all aspects of candidature commencement for both domestic and international candidates.
### KEY ACCOUNTABILITIES

- Respond to and resolve enquiries and/or provide advice and support to students, clients and stakeholders regarding HDR commencements
- Undertake administration related to HDR commencements including candidate applications, assessment, offers, visas, enrolments and variations in accordance with university and regulatory requirements. Update the HDRO website with commencement and enrolment information.
- Collect data, analyse, produce reports and develop presentations as required
- Contribute to the organisation of HDR activities and events as required
- Contribute to the development and implementation of improvements to HDR commencement administrative systems, policies and procedures
- Comply with relevant Equal Employment Opportunities (EEO) and Workplace Health and Safety (WHS) regulations.
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

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<tr>
<th>Reports to:</th>
<th>Higher Degree Research Manager (Operations)</th>
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<tr>
<td>Positions Reporting to:</td>
<td>n/a</td>
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| Key Direct Clients: | • Current and prospective HDR students  
• University academic and non-academic staff  
• DIBP (Department of Immigration and Border Protection) |
| Other Key Relationships: | Executive Director HDRO, Dean HDR, HDR Operations Team, HDR Management Team, Research Office, all faculties and departments, Macquarie International and Financial Services |
| Budget Accountability: | n/a |
| Role-specific Conditions: | • Adhoc or occasional out of hours work may be required  
• Criminal check |
| Scope and autonomy | Within defined parameters, adapts and develops processes, procedures, systems and/or techniques that impact how work is performed. |
| Problem solving | Regularly identifies, designs, develops and implements improvements to work procedures, practices, systems and/or techniques. |
### CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tr>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives in an efficient and effective manner.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Change Focus</strong>: Adapting to new situations and dealing with change</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<td><strong>Communication</strong>: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</td>
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<td><strong>Service Focus</strong>: Making students, staff, key contacts and their needs a priority</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Analysis and Judgement</strong>: High degree of probity and professionalism in resolving problems related to candidature commencement</td>
<td><strong>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Improvement Focus</strong>: Finding better ways of completing tasks or solving problems</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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<td><strong>Relationship Management</strong>: Establishing effective working relationships with others.</td>
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<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals.</td>
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- **Perseverance**: Persevering despite obstacles to ensure tasks are completed.
- **Flexibility**: Responding effectively to unexpected or changing circumstances.
- **Reliability**: Meeting commitments and responsibilities.
- **Interpersonal Impact**: Making a positive impression on others in a range of interpersonal contexts.
- **Resilience**: Dealing effectively with and recovering quickly from setbacks or pressure.
- **Accountability**: Assuming responsibility for making decisions and delivering agreed outcomes.
- **Integrity**: Maintaining confidentiality, discretion and professionalism.
### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Tertiary education and/ or equivalent
- Strong communication skills (both oral and written) to clearly and accurately explain complex policies and procedures.
- Understanding of Australian Higher Education environment specifically relating to Higher Degree Research.
- Computer skills including Microsoft Office, database, email, web-based software applications, internet.

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of the HDRO office’s functions and structure.
- Knowledge of the HDRO degree structures, policies, systems, processes and procedures.
- Knowledge of what other areas of the University do and how they interact with the HDRO.
- Maintain up to date knowledge of HDR Rules, policies and procedures from sources such as Policy Central, Calendar of Governance, Legislations and Rules and the HDR Handbook.
- Understanding the strategic direction for research and research training in an University environment

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Explaining complex policies and procedures in a clear and concise way.
- Demonstrated ability to accurately apply existing processes and procedures to tasks and independently consider both how to solve variations and suggest improvements.
- Working with complex databases and electronic systems, gathering, analysing and reporting on data.
- Working in administration, preferably in a Higher Education context
- Working in customer service in a high volume environment
- Managing competing demands
- Developing and building relationships with colleagues, clients and stakeholders
- Documenting work procedures and/or maintaining a work manual