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POSITION DESCRIPTION

Higher Degree Research (HDR) Coordinator

Faculty/Division	Medicine & Health
Classification Level	Professional 6
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	00039157
Shiftwork status	NOT SHIFTWORKER
Allowances	Nil
On call arrangements	Nil
Original document creation	4 September 2024

Position Summary

The Higher Degree Research (HDR) Coordinator is responsible for all aspects of postgraduate research student administration, and for providing the highest quality service and support to current and prospective students and supervisors.

The role has an emphasis on enhancing student experience and is a lead contributor to a culture of continuous improvement in HDR coordination. A strong emphasis is also placed on the role to achieve effective working relationships and working as part of a team with other HDR Support Officers in the Faculty.

The role reports to the Senior HDR Coordinator, supporting the Associate Dean (Research Training) and Postgraduate Coordinators of allocated Schools. The role has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Coordinate all aspects of postgraduate research administration for researchers from assigned Schools and/or Centres, delivering an efficient support service to students and supervising academics across enrolment, scholarships, progression and graduation processes. Where relevant, act as a liaison point for similar roles in affiliated Medical Research Institutes who supervise HDR candidates from UNSW Medicine & Health.
- Provide advice, guidance and administrative support to School Managers, Heads of School and the Postgraduate Coordinators (PGCs) on a range of complex candidature issues, including but not limited to ranking of applications for international scholarship rounds.
- Provide advice and guidance to students and academics on postgraduate research administration matters, facilitating effective working relationships, and resolving diverse and complex questions, issues and concerns.
- Handle sensitive issues and difficult conversations with tact and discretion and, where necessary, escalate matters of a serious nature to the Senior HDR Coordinator.
- Assist the Associate Dean (Research Training) and HDR Manager to coordinate Faculty and School projects related to the HDR program, including development and delivery of induction workshops, events and other initiatives to enhance the student experience.
- Coordinate the research progress review process, ensuring the participation of appropriate panel members, allocation of space and overseeing the completion of all associated tasks.
- Coordinate development, reviews, updates and maintenance of communications and marketing materials related to the HDR program, including website and intranet content.
- Assist in the management of postgraduate research student marketing events and represent Faculty and Schools at such events, including preparing and delivering presentations.
- Maintain databases, student records and associated documents in accordance with Faculty and UNSW record-keeping practices, ensuring the inclusion of accurate, relevant and up-to-date data for use in program administration as well as marketing and communications.
- Develop and maintain effective relationships across Schools, relevant faculties and divisions, sponsors and external stakeholders to support the HDR program.
- Work collaboratively with the student administration teams in the Faculty and other relevant areas of the university, including the GRS, Research Strategy Office and Grants Management Office to ensure consistency of processes.
- Align with and actively demonstrate the [Code of Conduct and Values](#)
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and safety of yourself or others.

Skills and Experience

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.

- Highly advanced interpersonal, written and oral communication skills.
- Demonstrated experience providing effective customer service and support to clients at all levels.
- Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- High proficiency of computer literacy, working with a range of computer systems and applications, including Microsoft Office 365 suite including Teams, OneDrive, Excel, Word, Powerpoint and Outlook and with using UNSW's enterprise systems.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

- Verification of qualifications

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.