

POSITION DESCRIPTION

Academic Services
University Services

Student Equity Advisor

| | |
|--|---|
| POSITION NUMBER | 0040038 |
| PROFESSIONAL CLASSIFICATION STANDARD/SALARY | PCS 6 - \$79,910 - \$86,499 per annum (pro rata for part-time) |
| SUPERANNUATION | Employer contribution of 9.5% |
| WORKING HOURS | Full Time (1 FTE) |
| BASIS OF EMPLOYMENT | Fixed term available till 30 April 2019 |
| HOW TO APPLY | Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number. |
| CONTACT FOR ENQUIRIES ONLY | Erin Calder Tel +61 3 8344 0611 Email erin.calder@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

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 of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

ACADEMIC SERVICES

Academic Services brings together student, academic and library services in an integrated network to support the University's core business of learning and teaching, research and engagement.

The Student Equity team is part of Course Planning and Equity (CPE) within Academic Services (University Services). The CPE team provides shared course planning, student equity and disability services that cater to the diverse needs of the University's students, ensuring that students can effectively determine, navigate and achieve their educational goals, identify and access relevant support, and build their capacity to manage their progress and success.

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 University's People Strategy 2015-2020 and policies that address 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 service for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The Student Equity Advisor (SEA) plays a key part in the provision and coordination of strategies and services that ensure students requiring special consideration are able to participate equitably in their academic pursuits at the University of Melbourne. These services are delivered in a student-centric environment and in the context that all students are expected to be independent and active participants in their studies at University.

The SEA meets regularly with students who require adjustments or other arrangements to be made to allow them to participate as students on an equitable basis. This involves working with a diverse range of students requiring adjustments for a wide range of reasons (e.g. elite performer, carer, and defence reservist commitments; disabilities; ongoing or short term health problems). SEAs also work with academic and professional staff across the University to manage adjustments and arrangements for students.

Reporting line: Coordinator, Student Equity

No. of direct reports: 0

No. of indirect reports: 0

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Moderate

Judgement: Significant

Operational context: University Wide

OH&S and compliance: 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. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Under broad direction and in accord with relevant policies, guidelines and legislation, administer the special consideration process by preparing and regularly reviewing appropriate documentation to determine eligibility of applications and manage student registrations.
- Assist students to develop self-direction and independent skills in line with University expectations on student's rights and responsibilities.
- Facilitate the appropriate referral of students to support services both within and external to the University.
- Liaise with University colleagues about the implementation of special consideration outcomes for students where appropriate, and provide if there are any queries about the identification and implementation of special consideration outcomes.
- Comply with and be an ambassador for the University Disability Action Plan.
- Actively contribute to a quality client service culture where all team members provide a consistently high standard of service to all clients.
- Promote and contribute to a multi-skilled environment where all team members work closely together to share knowledge and achieve work goals and targets, and to cover staff absences.
- Contribute to the review, development and implementation of business practice to improve service and administrative procedures.
- Implement changes arising from the review of processes and/or changes in legislation and policy, including the timely preparation and dissemination of revised advice for students and colleagues.

- Promptly escalate issues where there may be a risk of non-compliance with relevant legislation, when issues raised in determining special consideration outcomes are contrary to existing policies and practices, or where issues are complex and out of the ordinary.
- Maintain timely, accurate and complete records using administrative systems for enquiries, bookings, and recording of case-notes, and managing information in accord with Privacy legislation and University policy and processes.
- Contribute to the maintenance of communications about student equity and special consideration, ensuring information is clear, accessible and correct.
- Actively promote collaboration and information exchange within in and across teams, and with key contacts across Academic Services and Academic Divisions.
- Participate in and contribute to coverage of peak period activities across the Division to enable Academic Services to meet its operational obligations and agreed service levels
- Other duties as required by the Coordinator Student Equity, or Manager CPE.

Selection Criteria:

Education/Qualifications

1. The appointee will have: An appropriate tertiary qualification and / or at least two years relevant employment experience in a tertiary education

Knowledge and skills:

2. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
3. Experience in the provision of expert and accessible advice and support to students and colleagues about study adjustments and special consideration outcomes that maintain academic integrity.
4. Demonstrated ability to interact sensitively and empathetically with students experiencing a wide range of challenges, stress and anxiety in relation to their studies.
5. Excellent interpersonal and written and oral communication skills, with a proven ability to develop a strong working rapport with a wide range of academic and professional colleagues.
6. Demonstrated ability to accurately interpret, implement and comply with Government legislation and University policy and procedures.
7. Demonstrated commitment to continuous improvement and innovation, and an ability to lead and adapt positively to constant change.
8. Strong organisational skills including a demonstrated ability to prioritise tasks, meet deadlines and work effectively and efficiently under pressure and within relevant policies, procedures and guidelines.
9. Proven ability to work independently, and to contribute consistently and positively to a proactive and highly professional team.

10. Knowledge of and ability to effectively utilise large complex databases, such as CRM and student systems.

Other job related information:

- ▶ This position may be required to travel to and work across campuses
- ▶ Annual leave must be taken at a time which accommodates the peak workflows of the area