



## POSITION DESCRIPTION

**Academic Support Office**  
Faculty of Business and Economics

### Academic Support Officer (Academic Programs)

<b>POSITION NO</b>	0034105
<b>CLASSIFICATION</b>	PCS 4
<b>SALARY</b>	\$61,552 - \$65,326 p.a. (pro rata)
<b>SUPERANNUATION</b>	Employer contribution of 9.5%
<b>EMPLOYMENT TYPE</b>	Part time (0.5 FTE) fixed term position available for 12 months Fixed term contract type: replacement staff member
<b>OTHER BENEFITS</b>	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
<b>CURRENT OCCUPANT</b>	New
<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 Staff’ or ‘Prospective Staff’), then find the position by title or number.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Shane Morley Tel +61 3 9035 3260 Email <a href="mailto:morleys@unimelb.edu.au">morleys@unimelb.edu.au</a>  <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our websites:

[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)  
[joining.unimelb.edu.au](http://joining.unimelb.edu.au)

## ***Position Summary***

The Academic Support Office in the Faculty of Business and Economics is tasked with managing recruitment activities, graduate coursework selection and admissions, and providing Scholarships and Academic Program management of all courses from undergraduate to doctoral level.

The Academic Support Officer (Academic Programs) contributes to the effective workflow of the Academic Programs team by supporting major administrative functions across the undergraduate, graduate coursework and graduate research degree programs of the Faculty of Business and Economics. Primarily responsible for the management of inbound enquiries from both staff and students, the position also specifically supports the selection and admission of students into the Faculty's doctoral programs.

### ***1. Selection Criteria***

#### **1.1 ESSENTIAL**

- ▶ Completion of a diploma level qualification with relevant work related experience (or completion of a Certificate qualification with work experience), or an equivalent combination of relevant experience and/or education/training
- ▶ Proven ability to provide excellent customer service and to resolve complex queries
- ▶ Well-developed communication and interpersonal skills with the capacity to deal with staff and students by demonstrating tact, discretion and confidentiality
- ▶ Proven ability to work autonomously as well as contributing strongly to a team environment
- ▶ Demonstrated ability to organise and prioritise work, complete tasks within tight timelines, and manage competing priorities whilst maintaining high levels of accuracy
- ▶ High level of computing skills, including knowledge of spreadsheet and word processing programs (MS Office)

#### **1.2 DESIRABLE**

- ▶ Understanding of and previous exposure to the use of academic and student administration systems
- ▶ Understanding of University selection and admissions processes

### ***2. Key Responsibilities***

- ▶ Act as the initial point of contact and respond to enquiries directed to the Academic Support Office (ASO) via email, telephone and in person
- ▶ Assist with the administration of the Faculty's Graduate Research degree programs, including the provision of advice to prospective students and the collation and distribution of application data to selection panels
- ▶ Process a range of student enrolment transactions on ISIS and ensure the accurate recording of graduate student selection decisions

- ▶ Provide administrative support across the Academic Programs team as directed by the Academic Programs Manager
- ▶ Provide administrative support to the Scholarships Manager for arrangements relating to the annual Deans Honours Award ceremony
- ▶ Participate at recruitment and information events as required
- ▶ Develop and maintain strong working relationships with key stakeholders across the Faculty and University
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5

### ***3. Job Complexity, Skills, Knowledge***

#### **3.1 LEVEL OF SUPERVISION / INDEPENDENCE**

The Academic Support Officer (Academic Programs) works under the supervision of the Academic Programs Manager. They will be required to also work independently, showing initiative to ensure the smooth operation of the team. The incumbent must be able to make decisions in relation to routine matters and refer more complex decisions to the Manager.

#### **3.2 PROBLEM SOLVING AND JUDGEMENT**

The incumbent is required to exercise judgement on work methods and task sequence to ensure that work is completed in a timely manner. They need to work within published University guidelines and policy, seeking assistance on non-routine matters. They will be expected to demonstrate sensitivity, tact and confidentiality when dealing with staff and student issues.

#### **3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

The incumbent is required to have a broad general knowledge of University policy, particularly those related to students and academic programs (e.g. admission and enrolment). A clear understanding of the Melbourne Operating Model and the relationship between the Faculty and University Services is also required.

#### **3.4 RESOURCE MANAGEMENT**

Not applicable.

#### **3.5 BREADTH OF THE POSITION**

The Academic Support Officer (Academic Programs) is required to work collaboratively with all members of the Academic Support Office and with staff across the University. When requested, the incumbent may be required to support other work units of the Faculty.

## **4. Other Information**

### **4.1 ORGANISATION UNIT**

The Academic Support Office in the Faculty of Business and Economics is tasked with managing recruitment activities, graduate coursework selection and admissions, and providing Scholarships and Academic Program management of all courses from undergraduate to doctoral level.

These tasks include providing a first point of contact for prospective graduate and PhD students, undertaking recruitment events both locally and internationally, processing applications for admissions and managing the selection process, and assessing and managing scholarship applications. Extensive support is also provided to current students enrolled in specialist masters and doctoral programs. The team provides committee support, manages the annual course and subject change process, is responsible for accreditation renewals and works directly with senior academic staff on the resolution of complex student issues. All team members work closely with various stakeholders across the Faculty and University.

### **4.2 BUDGET DIVISION**

The Faculty of Business and Economics at the University of Melbourne has been preparing students for exciting and challenging careers in industry since 1924. We have developed an outstanding reputation, locally and internationally, for the quality of our teaching and research. The Faculty has an active board of business leaders, government representatives and community leaders who contribute to the implementation of our vision.

#### **Organisational Structure**

The Faculty is home to Melbourne Business School (MBS) and to six teaching and research departments:

- ▶ Accounting
- ▶ Business Administration
- ▶ Economics
- ▶ Finance
- ▶ Management and Marketing
- ▶ Melbourne Institute of Applied Economic and Social Research

The Faculty has the following student and academic support centres:

- ▶ Academic Support Office
- ▶ Employment and Enrichment Services
- ▶ Williams Centre for Learning Advancement

Administrative support to the Departments, Units and Centres is provided by the following:

- ▶ Finance
- ▶ Human Resources (including OHS)
- ▶ Research Support
- ▶ Marketing and Communications

- ▶ Service Level and Facilities Management
- ▶ Quality Office

### **Our Programs**

There are around 7,500 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. From 1 May 2013 all graduate programs in business and economics are offered through Melbourne Business School. Melbourne Business School offers a full suite of professional masters programs for those with little work experience right through to the MBA suite. It is also the home of leading research masters degrees and the PhD.

### **Our Graduates**

Since the Faculty was established it has produced over 48,000 graduates. Many of our alumni now occupy senior positions in business, government and academia, in Australia and around the world.

Further information about the Faculty is available at [www.fbe.unimelb.edu.au](http://www.fbe.unimelb.edu.au).

## **4.3 THE UNIVERSITY OF MELBOURNE**

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. With outstanding performance in international rankings, Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked among the world's top universities. Further information about our reputation and global ranking is available at <http://futurestudents.unimelb.edu.au/explore/why-choose-melbourne/reputation-rankings>.

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus 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.

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>.

## **4.4 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025**

- ▶ Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. <http://about.unimelb.edu.au/strategy-and-leadership>
- ▶ The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research

higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

- ▶ The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs.  
<http://research.unimelb.edu.au/our-research/research-at-melbourne>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.

Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

#### 4.5 EQUITY AND DIVERSITY

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

#### 4.6 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 <http://www.unimelb.edu.au/unisec/governance.html>.

### ***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:

<http://safety.unimelb.edu.au/topics/responsibilities/>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.