



POSITION DESCRIPTION

Academic Support Office
Faculty of Veterinary and Agricultural Sciences

Academic Support Coordinator

POSITION NO	0037575
CLASSIFICATION	PCS 6
SALARY	\$79,910 - \$86,499 p.a.
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full time
BASIS OF EMPLOYMENT	Continuing
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Melissa Pearson Tel +61 3 8344 7845 Email pearsonm@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 websites:

about.unimelb.edu.au/careers
joining.unimelb.edu.au

Position Summary

ABOUT THE POSITION

Reporting to the Academic Programs Coordinator, the Academic Support Coordinator is responsible for the timely coordination of a number of events, programs and processes that support graduate and undergraduate course and subject delivery and enhance the experience of all students within the Faculty of Veterinary and Agricultural Sciences (FVAS).

The position plays a pivotal role in the internship and student enrichment activities for FVAS coursework students. Working in conjunction with academic staff, the incumbent will make a significant contribution to the administration of the internship programs for both undergraduate and graduate students.

Ensuring client focused service of a consistently high quality, the Academic Support Coordinator will be required to work closely with the Faculty's academic support team, University and Academic Services, Academic and Professional staff as well as students and the wider community.

ABOUT US

The University of Melbourne has affirmed its position as the number one university in Australia, and remains among the fastest-rising research universities in the world's top 100, according to the Academic Ranking of World Universities (ARWU). It is counted among the best universities in the world – 33 by the Times Higher Education (THE) and 32 by the US News and World Report Rankings. Please visit [Tradition of Excellence](#) for further information.

The Faculty of Veterinary and Agricultural Sciences provide over 20 courses and 300 subjects to approximately 3,500 equivalent full time students. The Faculty provides the only professional entry veterinary program in Victoria and the Bachelor of Agriculture is the fastest growing undergraduate degree in Australia. The University of Melbourne's agriculture program is the largest in Victoria and ranked 36 in the world, whilst the Doctor of Veterinary Medicine program was the first graduate veterinary professional entry program in Australia. The Faculty is ideally placed to contemplate changes that have far-reaching consequences on its teaching, engagement and research.

1. Key Responsibilities

1.1 OPERATIONAL ACTIVITIES AND SERVICE QUALITY

- ▶ Coordinate the internship programs for graduate and undergraduate FVAS coursework students.
- ▶ Play a leading role in key student enrichment events (eg: orientation, industry nights).
- ▶ Contribute to the delivery of academic programs support including course development and accreditation, admissions, handbook, exams and results.
- ▶ Provide administrative (system and program related) support to academic staff enabling them to achieve their outcomes.
- ▶ Providing support to nominated Committees of the Faculty including drafting agendas, preparation and circulation of papers, writing of minutes and tracking follow up action.
- ▶ Comply with quality assurance, in line with requirements under the University's risk management framework including OH&S, legislation, statutes, regulations and policies.

1.2 INNOVATION AND IMPROVEMENT

- ▶ Contribute to the continued development of a student-centred, accessible and responsive internship program.
- ▶ Enhance stakeholder satisfaction with student enrichment activities.
- ▶ Undertake professional development for continuous improvement of overall performance and the quality of service delivery to the faculty.

1.3 COLLABORATION AND LEADERSHIP

- ▶ Work collaboratively with Stop 1 and University Services' Academic Services units to deliver an integrated and seamless suite of services.
- ▶ Support strategic community partnerships and relationships.
- ▶ Provide advice and direction (especially in regards to University policy) to the FVAS student clubs.

2. Selection Criteria

In order to be considered for interview by the Selection Panel, applicants must address the following Criteria in their application. Please visit the University website how to address [Essential Selection Criteria](#)

2.1 ESSENTIAL

- ▶ A degree with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training in student administration.
- ▶ Strong written and verbal communication skills with the ability to relate effectively with a range of people across all levels of the organisation.
- ▶ Demonstrated ability to work with a high level of autonomy, as well as flexibility and agility
- ▶ Demonstrated experience in student enrichment and/or student internship/placement administration.
- ▶ Highly developed interpersonal skills with the ability to negotiate positive outcomes to difficult problems.
- ▶ Demonstrated ability to interpret University procedure and policy as well as evidence of adapting techniques to achieve objectives.
- ▶ Ability to consistently provide high quality service, anticipate the needs of others, and improve service levels
- ▶ Experience in managing / reviewing content for print and electronic publications.
- ▶ Highly developed organisational skills, including the ability to multitask and prioritise workload and ensure the timely completion of projects.
- ▶ A high level of proficiency using standard application software such as the Microsoft Office suite (e.g. Word, Excel), large integrated databases and online software applications (e.g. SurveyMonkey).

2.2 DESIRABLE

- ▶ High level of proficiency in the use of University of Melbourne's enterprise systems such as StudentOne.

2.3 SPECIAL REQUIREMENTS OF THIS POSITION

- ▶ As the Faculty of Veterinary and Agricultural Sciences is located over several metropolitan and regional campuses, staff may be required to travel to, or work from, other sites and campuses as required.
- ▶ Annual leave may be limited during peak times, particularly those leading up to major deadlines.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Academic Support Coordinator operates under the general direction of the Academic Programs Coordinator and will be expected to work with a high level of autonomy in carrying out tasks. The incumbent liaises extensively with the Academic Support Coordinators and Officers. The Academic Support Coordinator is expected to be proactive and demonstrate initiative in working with academic staff, especially in relation to the internship programs for FVAS coursework students.

The Academic Support Coordinator may be responsible for the supervision of other staff.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Academic Support Coordinator works within the broad framework of University and Faculty policies and is expected to resolve problems relating to the day-to-day running of the activities for which he or she is responsible. While some activities and functions will be based on clearly-defined procedures and will operate within a set framework, other functions will require initiative and some analytical problem-solving skills. The Academic Support Coordinator will be expected to make appropriate decisions or referrals when encountering problems while effectively managing their daily workload to ensure that deadlines are met. Direction, guidance and advice on more complex issues will be available from the Academic Programs Coordinator and Academic Support Office Manager.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent will be expected to have, or to acquire, knowledge and understanding of the University's organisational structure, University policies, procedures and relevant statutory regulations related to academic programs activities including selection and admissions, examinations, results and handbook entries. An understanding of issues affecting staff in an academic environment is important, along with the capacity to work with a range of people at different levels within the University.

3.4 BREADTH OF THE POSITION

The Academic Support Coordinator will be expected to liaise with and work closely with a diverse range of stakeholders including academic and professional staff within the Faculty, as well as staff in other University units.

3.5 RESOURCE MANAGEMENT

The Academic Support Coordinator is responsible for the organisation of a number of different student events including orientation, and must ensure these come within budget. The Academic Support Coordinator will work with the Faculty's Associate Dean (Learning and Teaching) to set an annual budget for all of the Faculty's student enrichment events and projects.

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 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 strive to service for excellence and reach the targets of Growing Esteem.

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.

6. Other Information

6.1 FACULTY OF VETERINARY AND AGRICULTURAL SCIENCES

<http://fvas.unimelb.edu.au/>

The Faculty of Veterinary and Agricultural Sciences was formed in July 2014 through the merger of the former Faculty of Veterinary Science and the Department of Agriculture and Food Systems. The new Faculty creates opportunities for closer research collaborations and the formation of interdisciplinary teams to address major issues in veterinary and agricultural sciences. The Faculty's core teaching, postgraduate training, research, clinical consultancy and industry development activities are delivered at the Parkville, Werribee and Dookie campuses, and the Veterinary Hospital operates at Werribee.

Our interdisciplinary approach applies scientific, social, political and economic perspectives to address the needs of both human communities and the natural environment. We address the issues of climate change, food production and food security, crop, plant and soil health, water management, sustainable use of resources for agriculture, animal health and disease and other problems challenging key decision makers today.

Our academic staff engage with government and industry to investigate critical societal issues and the faculty is home to University research centres dedicated to this work. They include: Animal Welfare Science Centre; Primary Industry Climate Challenges Centre; Centre for Animal Biotechnology; Centre for Equine Virology; and the Asia-Pacific Centre for Animal Health', in which the University is a core partner. Research within the Faculty has led to some outstanding outcomes including: increased agricultural productivity; vaccines and diagnostic products that have been commercialised throughout the world; enhanced animal welfare; improvements in public health; and contributions to basic understanding of animal biology.

The Faculty is the only provider of Veterinary Science courses in Victoria and one of only a small number of Universities doing so in Australia. The Bachelor of Agriculture and Bachelor of Food Science along with coursework masters in Agricultural Sciences and Food Science offers one of the most comprehensive educational programs in agricultural and food science in Australia.

6.2 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>.

6.3 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.

6.4 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/governance>