



POSITION DESCRIPTION

Scholarships & Bursaries
University Services

Senior Scholarships Officer

POSITION NO	0036472
CLASSIFICATION	PSC6
SALARY	\$79,910 - \$86,499 (pro rata for part-time)
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 , select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Catherine Navon Tel +61 3 8344 9079 Email c.navon@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

Position Summary

Scholarships & Bursaries (University Services) is responsible for the delivery of high standard scholarship services to over 15,000 undergraduate, graduate and research students.

The University has specific contractual obligations and responsibilities in relation to the execution of the Australia Awards Scholarship (AAS) program which is administered by the Department of Foreign Affairs and Trade (DFAT). The AAS team sits within Scholarships & Bursaries.

Working as part of a team in a fast-paced environment, the Senior Scholarship Officer is responsible for the administration of scholarship entitlements, the development and coordination of student recruitment, engagement and support programs, and the managing welfare and incident support for awardees.

This position is responsible for student services and liaison including general welfare support, monitoring course progress, managing complex stipend and allowance enquiries, general communications with AAS awardees and coordinating mentor programs. In addition, the incumbent assists other team members in providing services and administrative support in relation to the AAS program and other scholarship provides by the University.

The Senior Scholarship Officer reports to the Coordinator, Australia Awards, and works closely with the Scholarships Officer. The role includes supervision of casual staff.

1. Selection criteria

1.1 ESSENTIAL

Mandatory qualifications

- ▶ Post graduate qualification in a relevant discipline and or equivalent mix of education and relevant experience.

Leadership/interpersonal competencies

- ▶ Strong service orientation – ability to consistently provide high quality service, anticipate the needs of others, and exercise tact, judgement and discretion when working with people from culturally and linguistically diverse backgrounds.
- ▶ Outcome focussed – effective in handling multiple demands under pressure in a team context and/ or independently, use reporting and metrics to ensure work is accurate and progressing towards desired outcomes and skilfully removing any barriers to ensure outcomes are achieved.
- ▶ Risk management & compliance orientation – demonstrated ability to ensure compliance with relevant legislation, agreements and procedures, and to identify issues before they occur and course of action to remedy risk
- ▶ Team work and stakeholder management – ability to maintain positive and productive working relationships with own team members and across organisational boundaries, and to build professional relationships with key stakeholders.
- ▶ Innovation and continuous improvement – demonstrated contributions to change initiatives, and willingness to support change suggested by others and identify opportunities to improve processes and practices to reduce inefficiencies.
- ▶ Organisational skills – coordinating complex processes, with both administrative and customer service components, across multiple stakeholders and organisation units, and within a specified timeframe

Technical competencies

- ▶ Advanced computer literacy – Well advanced in learning and using new business enterprise systems, and using MS Office suite, in particular MS Excel to compile, analyse and manipulate data for reporting and work processing purposes.

1.2 DESIRABLE

- ▶ Experience in the providing administrative and student support in higher education
- ▶ Experience in the use of University's student management system (StudentOne)
- ▶ Experience in institutional scholarship and/or financial administration

2. *Special Requirements*

- ▶ Available to work outside routine office hours.
- ▶ Available to undertake international travel to attend student recruitment events.
- ▶ Ability to undertake annual leave during peak periods will be limited.

3. *Key Responsibilities*

3.1 STUDENT SERVICES & LIAISON

- ▶ Coordinate student mentor programs, including recruitment, training and supervision of student mentors, ensuring consistent delivery of service across the program and efficient use of program funding.
- ▶ Promote wellbeing and satisfactory academic progress of AAS awardees through measures such as student appointments, tutorial assistance and outreach activities.
- ▶ Proactively follow up awardees who have previously made unsatisfactory academic progress or are otherwise at risk of failure.
- ▶ Management of student welfare issues, including meeting with students, referrals to services within and external to the University, reporting to DFAT, and managing any resultant scholarship variations.
- ▶ Support the Coordinator with liaison with the Australia Awards Scholars Club, program event management, liaison with Alumni Relations and coordination of awardee communications (newsletter, information sessions, and informal consultation opportunities).
- ▶ Support other team members in the admissions process for AAS awardees, including responding to enquiries from prospective and current students, forwarding applications, in order to backfill when necessary

3.2 TEAMWORK & INNOVATION

- ▶ Contribute to the team's achievement of agreed service levels, standards and reporting requirements through forward planning
- ▶ Contribute to innovation and continuous improvement of practices and processes based on analysis and feedback working collaboratively with stakeholders to ensure that they are meaningfully able to inform business improvements
- ▶ Contribute to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction
- ▶ Continuously develop professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation's broader objectives

3.3 MONITORING & REPORTING

Oversee Academic Progress reporting for both coursework and research awardees. Utilise casual staff support for routine reporting. Manage escalated academic progress issues, completing reporting to DFAT and actioning any variation to the scholarship.

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The incumbent will operate with considerable autonomy under the broad direction of the Coordinator, Australia Awards, and working closely with the Scholarships Officer and casual staff to maintain overall high standard of service delivery and outcomes to stakeholders.

The incumbent will be responsible for the planning and prioritisation of business activities to ensure that the University's contractual obligations to the AAS program are met and that policies and guidelines are adhered to. The incumbent must be proactive and demonstrate initiative in working with staff across the University and with external stakeholders, including DFAT, Managing Contractors, and service providers.

This role exercises specific responsibility for welfare support, course progress reporting, administering complex variations to scholarship entitlements, and coordinating a mentor program. In addition, the incumbent provides support to other team members in the areas of admissions and enrolment, and financial management of the AAS program. The incumbent is expected to work with a high level of independence applying reference to the Coordinator for issues that fall outside known policy parameters or procedures.

4.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent will work within the broad framework of University policies, Government legislation and local operating procedures. The incumbent will be expected to resolve problems relating to the day-to-day running of the activities for which the position is responsible, and to identify and analyse possible solutions to problems which may require modification of existing systems and practices.

The position requires the ability to negotiate competing deadlines within the complexities of the delivery of the Australia Awards contract. Appropriate discretion is required in all interactions with DFAT personnel, overseas Program Areas, and Managing Contractors.

Sound judgement is required when representing the interests of DFAT, the student and the University, prioritising workload, meeting contractual reporting timelines, supporting and referring students at risk and determining matters that require the attention of the Coordinator.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent will have a well-development understanding of the end-to-end process related to the management of the AAS contract and interpretation and implementation of the Scholarships Handbook, and sound knowledge of the University's Student System (StudentOne) and DFAT database (OASIS). In addition, the incumbent must have a good understanding of University policies and procedure related to student enrolments and student services and referral processes.

4.4 BREADTH OF THE POSITION

The incumbent undertakes the day to day support and monitoring of AAS students and regularly liaises with academic and professional staff from University Services, Faculties and Graduate Schools, Financial Operations and external providers. The incumbent will liaise with DFAT Canberra and overseas Program Area staff.

5. *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 strive for excellence and reach the targets of Growing Esteem.

6. 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/people/community/responsibilities-of-personnel>

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

7. Other Information

7.1 UNIVERSITY SERVICES

A trusted partner in shared services.

We will operate with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best.

University Services will comprise approximately 1,500 staff and represents the aggregation and concentration of service delivery capability within what will be the largest administrative unit within the University. It comprises ten portfolios:

- ▶ Research, Industry and Commercialisation
- ▶ External Relations
- ▶ Academic Services
- ▶ Finance and Employee Services
- ▶ University Procurement Services
- ▶ Infrastructure Services
- ▶ Project Services
- ▶ Legal and Risk;
- ▶ Business Intelligence and Reporting
- ▶ University Services Operations

These portfolios will be responsible for the planning, delivery and review of most professional services.

The University Services organisation will also play a key role in defining the service ethos and quality standards for the broad range of services, as well as leading key aspects of transformational change, and defining and influencing future service enhancements. At its core, the benefit from the establishment of University Services will come from building expertise, consolidating like functions/ services, eliminating duplication, capturing the benefit of scale, and providing a platform to improve process and system efficiency.

7.2 ORGANISATION UNIT

The AAS program is managed by a unit within [Scholarships & Bursaries](#). Scholarships & Bursaries (University Services) is responsible for the delivery of high standard scholarship services to over 15,000 undergraduate, graduate and research students.

7.3 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>.

7.4 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.

7.5 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>