



## POSITION DESCRIPTION

Melbourne Graduate School of Education  
Academic Support Office

### Program Support Officer

POSITION NO	0034166
CLASSIFICATION	PSC 6
SALARY	\$79,910 – \$86,499 p.a.
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Full-time (1.0 FTE)
BASIS OF EMPLOYMENT	Fixed term position available until 27 April 2018 Fixed term reason: Replacement Staff Member
OTHER BENEFITS	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
HOW TO APPLY	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.
CONTACT FOR ENQUIRIES ONLY	Jane McManus Tel +61 3 9035 3246 Email <a href="mailto:jane.mcmanus@unimelb.edu.au">jane.mcmanus@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 website:

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

## ***Position Summary***

The Program Support Team sits within the Academic Support Office of the Melbourne Graduate School of Education (MGSE). The team provides high level integrated support for academic staff and specifically Program Coordinators to ensure that strategic development opportunities are fully explored and, where appropriate, implemented to enhance MGSE's learning and teaching activities.

Working collaboratively with colleagues in MGSE, in particular co-located professional staff and academic program leaders, this role is actively involved in ensuring support for the Master of Teaching and that relevant MGSE staff are provided with accurate and consistent advice on matters relating to course innovations and enhancements, as well as course administration and documentation.

Working under direction from the Team Leader – Program Support, this role will support a range of learning and teaching activities in particular relating to the Master of Teaching (MTeach) Primary and Secondary streams. The role may provide executive support to MGSE specific committees, meetings and working groups.

## ***1. Key Responsibilities***

### **1.1 OPERATIONAL ACTIVITY AND SERVICE QUALITY**

- ▶ Provide comprehensive support to Program Coordinators, and other nominated MGSE professional staff colleagues to ensure the smooth and effective administration of MGSE's coursework programs.
- ▶ Liaise with MGSE's Academic Programs Committee representative to assist with course/subject development, and work in collaboration with Program Coordinators to establish processes for coordinating course/subject development, and accreditation.
- ▶ Maintain a high level of awareness of wider University policies, procedures and guidelines and ensure current and new/proposed procedures are aligned with the Melbourne Operating Model.

### **1.2 PROJECT MANAGEMENT**

- ▶ Support the delivery of priority programs, as agreed with MGSE executives and academic/professional leadership staff.

### **1.3 LEADERSHIP AND COLLABORATION**

- ▶ Develop professional working relationships with colleagues in MGSE, the University and external stakeholders in the wider education community.
- ▶ Work collaboratively with key academic leaders from the Master of Teaching to enable key outcomes that are specified as priority actions in Annual Course Reviews or the Graduate School's strategic plans.

### **1.4 ADMINISTRATIVE FUNCTIONS**

- ▶ Provide executive and administrative support to key Graduate School Course Management Groups and working groups where necessary. This includes the Primary and Secondary Course Management Groups, ensuring that all items are actioned in a timely and effective manner.

### 1.5 INNOVATION AND IMPROVEMENT

- ▶ Engage with colleagues in University Services/Chancellery, other Academic Divisions as appropriate, and MGSE to explore opportunities to identify and develop best practice approaches to course administration and learning and teaching support.

### 1.6 RESPONSIBILITY AND COMPLIANCE

- ▶ Maintain a high level of awareness of wider University policies, procedures and guidelines and ensure current and new/proposed procedures are aligned with the Melbourne Operating Model.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.
- ▶ All staff are expected to maintain the following behaviours:
  - Treat everyone equitably; act fairly with staff and demonstrate respect for diversity.
  - Be an effective team player who is cooperative and easily gains the trust and support of staff, peers and clients through collaboration.

## 2. Selection Criteria

### 2.1 ESSENTIAL

- ▶ Tertiary qualifications in a relevant discipline and or equivalent mix of education and relevant experience.
- ▶ Demonstrated high level of organisational skills including the capacity to set priorities and work to deadlines in a busy and changing environment with conflicting demands.
- ▶ Demonstrated experience in developing and maintaining quality systems and ensuring risk management and compliance orientation.
- ▶ High level problem solving skills and analytical ability including the ability to obtain and interpret information and make specific recommendations.
- ▶ Demonstrated ability to work in a team, and collaboratively with a range of internal and external stakeholders.
- ▶ Excellent interpersonal skills including advanced writing and oral presentation skills.
- ▶ Demonstrated self-motivation and ability to work autonomously.
- ▶ Demonstrated achievement in and enthusiasm for the provision of quality, innovation and continuous improvement.

### 2.2 DESIRABLE

- ▶ A strong understanding of the Graduate School's Master of Teaching program, and University procedures, policies and guidelines.

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

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

The incumbent will work under the direction of the Team Leader – Program Support, and work closely with key program leaders including the Program Coordinator of the Primary and Secondary MTeach streams. The role is one in a team of four Program Support Officers.

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

The incumbent has discretion to innovate within the administrative elements of the program ensuring that processes and practices are within those of the MTeach, the University and the Graduate School's guidelines and policies. A high level of attention to detail is required and evidence based decision making should be executed in consultation with the Program Coordinator and Team Leader – Program Support in planning for program improvements.

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

Developing an awareness and understanding of the procedures, systems and policies of the University and MGSE in so far as they impact MGSE programs, learning and teaching activities and development projects will be required. The incumbent must be able to respond to relevant policies and procedures within agreed timelines.

#### **3.4 RESOURCE MANAGEMENT**

The Program Support Officer is expected to manage University resources under the framework of the Melbourne Operating Model and the University's financial policies and procedures. There is no specific budget accountability for this role.

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

The Program Support Officer provides assistance to academics across a range of learning and teaching initiatives. The position has responsibility for complex tasks and the development of initiatives to support coursework programs, in particular the Master of Teaching (Primary and Secondary streams).

The Program Support Officer will be expected to build strong professional networks with relevant academic and professional staff within MGSE and across the wider University. The capacity to work with a range of people at different levels within the University, and external to the University is vital.

### ***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 desire 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 ORGANISATION UNIT**

The role is a member of the Program Support Team, within the Academic Support Office of the MGSE.

[education.unimelb.edu.au](http://education.unimelb.edu.au)

The Master of Teaching program was introduced by the Melbourne Graduate School of Education in 2008 in line with the University's introduction of the Melbourne Model. For more information visit: [http://education.unimelb.edu.au/study\\_with\\_us/become\\_a\\_teacher](http://education.unimelb.edu.au/study_with_us/become_a_teacher)

### **6.2 BUDGET DIVISION**

#### *Our Vision:*

A society in which education enables full and equitable participation.

#### *Our Mission*

Through effective collaborations, we will deliver:

- ▶ relevant, high quality, high impact research

- ▶ research-informed, clinical teacher education that develops graduates with the capacity to inspire and improve individual learning outcomes
- ▶ outstanding quality postgraduate studies for professionals.

The Melbourne Graduate School of Education (MGSE) is Australia's number 1 and among the world's finest for Education (QS World Rankings by Subject).

MGSE is a hub of high impact research and teaching. Home to a number of internationally recognised experts, we are at the cutting edge of teaching and research in our field.

Part of the University of Melbourne's Parkville campus, we are based at 234 Queensberry Street and 100 Leicester Street. Our buildings are designed specifically for graduate education students, offering a range of contemporary learning and social spaces.

Our flagship Master of Teaching is based on a clinical approach to teaching, and is a significant shift away from traditional approaches to teacher education. We also offer a range of professional development and higher degree research courses for people working in education and related professions. A large number of significant research projects are based here, and we work closely with local, national and international partners on a wide range of projects across education and related disciplines.

For more information about us, visit: [education.unimelb.edu.au](http://education.unimelb.edu.au)

### 6.3 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>.

### 6.4 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.

## 6.5 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>