



## POSITION DESCRIPTION

Academic Services

### Student Advisor

POSITION NO	0036535
CLASSIFICATION	HEW 5
SALARY	\$66,562 - \$76,454 p.a.
SUPERANNUATION	Employer contribution of 17%
EMPLOYMENT TYPE	Full-time (continuing) position
OTHER BENEFITS	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
CURRENT OCCUPANT	Vacant
HOW TO APPLY	Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , 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	Ngaere Blair Tel +61 3 8344 1584 Email <a href="mailto:ngaere.blair@unimelb.edu.au">ngaere.blair@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***

Working within interdependent teams, Student Advisors are responsible for providing first-level enrolment and course planning support, enquiry management, other daily service delivery tasks, and giving general assistance to broad student cohorts across a range of courses.

Services include the provision of information to students, transactional support for online processes and acting as a point of referral to specialist services via Stop 1. The Student Advisor guides and assists students through all stages of the student lifecycle, supporting them towards independence and self-direction.

The Student Advisor will be an excellent communicator, able to build strong working relationships within and across teams. The Student Advisor will be passionate about using teamwork and problem-solving skills in engaging directly with students.

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

#### **1.1 ESSENTIAL**

- ▶ Completion or progress towards an undergraduate qualifications in a relevant discipline, and/or equivalent mix of education and relevant experience;
- ▶ Excellent verbal and written communication skills;
- ▶ Experience in enquiries management and customer services in service-orientated organizations;
- ▶ Demonstrated experience and an affinity for working within the pressures of a frontline client service across a diverse, multi-cultural client base;
- ▶ Demonstrated strengths in problem-solving and critical thinking, coupled with sound judgement;
- ▶ Knowledge of and ability to effectively utilize large complex databases such as CRM and student systems, coupled with sound knowledge of MS Word, Excel, Outlook and strong internet search capabilities;
- ▶ Proven ability to thrive in a changing and fast paced environment while working in a collegiate manner with other staff, showing initiative and flexibility, with the ability to rise to a challenge within a changing environment.

#### **1.2 DESIRABLE**

- ▶ An understanding of the academic and personal issues facing students.

### ***2. Special Requirements***

- ▶ Ability to commit to extended operating hours from January through March (5:00pm to 7:30pm) and at other times as required;
- ▶ 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.

### **3. Key Responsibilities**

- ▶ Provide students with holistic, high quality, accurate enrolment and course planning support, answering enquiries and giving general assistance and guidance, referring students to specialised services when needed;
- ▶ Deliver effective, efficient, high quality services to students via Stop 1, applying referral protocols, in line with the University's agreed service standards;
- ▶ As part of the larger team, making a contribution to developing, implementing and coordinating processes undertaken as part of service delivery
- ▶ Actively taking part in gathering and disseminating course/subject knowledge and expertise across teams;
- ▶ Work collaboratively with stakeholders in developing accurate, up-to-date, high quality information content to contribute to various student or internal staff information channels;
- ▶ Actively promote collaboration and information exchange within in and across teams, and with key contacts across Academic Services and Academic Divisions;
- ▶ Maintain an up-to-date knowledge of the University's policies and procedures, particularly relating to students who require case management, and assist in communication strategies to ensure staff and students are kept informed of relevant changes to policy and course requirements;
- ▶ In agreed priority areas, contribute to the development and improvement of systems, process improvements, process re-engineering and new service initiatives for students or internal clients;
- ▶ Collect data for reports as required;
- ▶ Undertaking special tasks or contribute to events as required;
- ▶ Pro-actively identifying and escalating any issues, difficulties or problems; follow up to ensure that any issues are resolved and communicated appropriately;
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5 or 6.

#### **3.1 PROJECTS**

- ▶ Where agreed with the Team Leader, participate in special projects arising from the need for process improvements to improve the work of the Student Service Centre Teams, appropriate to the scope of the role and the level of appointment.

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

#### **4.1 LEVEL OF SUPERVISION / INDEPENDENCE**

Following appropriate University policies and current procedures, under broad direction from the Team Leader, the Student Advisor works collaboratively with other members of Stop 1 Teams, proactively undertaking required tasks, prioritising as necessary, and communicating effectively with stakeholders. He/she assists the Team to provide accurate, compliant, relevant advice to stakeholders and seeks guidance on complex queries and issues from other areas of the University to achieve best practice.

## 4.2 PROBLEM SOLVING AND JUDGEMENT

The Student Advisor, working within the framework of University policy, is able to use sound knowledge and judgement in interpreting and applying appropriate policies, procedures or systems to the everyday problems that arise in the delivery of services in Stop 1.

## 4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Student Advisor will show initiative to develop and maintain up-to-date course, task, and process and systems knowledge. The occupant is expected to proactively share knowledge and information, and to contribute to continuous improvement of systems and processes.

## 4.4 RESOURCE MANAGEMENT

The Student Advisor will contribute to effective management of Team resources.

## 4.5 BREADTH OF THE POSITION

The position will focus on the delivery of agreed services to a broad range of student cohorts, liaising appropriately with staff across Academic Services and in Academic Divisions as required to deliver high quality services to students. It is expected the scope of these services will change over time.

# 5. Other Information

## 5.1 UNIVERSITY SERVICES

A trusted partner in shared services.

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

University Services comprises of approximately 1,600 staff and represents the aggregation and concentration of service delivery capability with 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 are responsible for the planning, delivery and review of most professional services.

The University Services organisation also plays 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 has come from building expertise, consolidating like functions / services, eliminating duplication, capturing the benefit of scale, and providing a platform that has improved process and system efficiency.

## UNIVERSITY SERVICES VALUES

University Services 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.

## 5.2 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>.

## 5.3 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/index.html#home>

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.

#### 5.4 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.

#### 5.5 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/unisec/governance.html>.

## ***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/topics/responsibilities/>

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