



THE UNIVERSITY OF
MELBOURNE

POSITION DESCRIPTION

Academic Engagement, Faculty Secretariat
Faculty of Science

Academic Programs and Enrichment Officer

POSITION NO	0034227
CLASSIFICATION	PSC 5
SALARY	\$68,892 - \$79,130 p.a. (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	Andrew Cornish Tel +61 3 9035 7706 Email andrew.cornish@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

Reporting to the Manager, Academic Programs, the Academic Programs and Enrichment Officer (one of three) is responsible for the timely delivery of a number of events, programs, and processes that support graduate, undergraduate, and research training courses and subject delivery and enhance the experience of all students within the Faculty.

The role responds to complex enquiries, ensuring client focused service of a consistently high quality, including seeking information from, and making appropriate referrals to more senior or specialist staff.

The incumbent will work closely with the other members of the Academic Programs and Enrichment team, as well as the Marketing and Communications, and Future Students teams, to maximise the Faculty's ability to support the success of its students.

1. Key Responsibilities

- ▶ Provide advice about all matters related to student enrolments.
- ▶ Adopt a client management approach, demonstrating a detailed understanding of published material, appropriate interpretation and application of policy and procedure, accurate advice about the range of services and activities available to students.
- ▶ Maintain detailed understanding of University policy and procedures to ensure that information provided through the Faculty of Science is current and accurate.
- ▶ Provide data and reports for the Associate Deans in relation to student metrics
- ▶ Provide reports and analysis on student data (e.g. enrolment trends, results distribution).
- ▶ Maintain accurate and appropriate records of student advice and decisions in relation to student enrolment.
- ▶ Contribute to the enrolment of and orientation activities for new students.
- ▶ Provide executive support for Committees including but not limited to the Faculty of Science Academic Programs Committees and the Bachelors of Biomedicine and Science Course Standing Committee.
- ▶ Provide support for the efficient administration of academic programs including course and subject change processes and student handbook coordination.
- ▶ Support the implementation and review of enrichment activities.
- ▶ Support the development of student communications including online resources
- ▶ Compliance and quality assurance management, in line with requirements under the University's risk management framework including OH&S, legislation, statutes, regulations and policies.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ A relevant tertiary qualification, and experience within a student advising or administrative role, or an equivalent combination of relevant work experience, education and/or training.

- ▶ High level interpersonal skills including the capacity to strategically initiate and build strong working relationships with academic and professional staff from across the University
- ▶ Demonstrated ability to work effectively in a team, as well as independently when required.
- ▶ Experience in managing / reviewing content for print and electronic publications
- ▶ Demonstrated ability to interpret and provide advice on established policies and procedures including the ability to recognise when further advice from or referral to more senior staff is required
- ▶ Excellent written and verbal communication skills including report writing skills
- ▶ Demonstrated ability to prioritise, meet deadlines and work efficiently and accurately in a busy and complex environment with large volumes of activity
- ▶ Knowledge of student information systems and tertiary education sector
- ▶ Willingness to occasionally work out of hours for student related enrichment, recruitment or orientation events such as Open Day etc.

2.2 DESIRABLE

- ▶ Experience in event planning, organisation and delivery.
- ▶ Developed data-analysis and reporting skills

3. *Job Complexity, Skills, Knowledge*

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Academic Programs and Enrichment Coordinator receives broad direction from the Manager, Academic Programs, and operates within the broad framework of Faculty and University policy and requirements. The Academic Programs and Enrichment Officer will work independently and show initiative and confidence in the completion of tasks. They are responsible for prioritising his/her own day to day work.

The incumbent will be required to form strong working relationships with their counterparts in other faculties, Academic Services, as well as with internal and external service providers. The position may also require the incumbent to represent the Faculty at a variety of functions and interact in a professional and informed manner with individuals from a broad range of stakeholder groups

3.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent will be required to demonstrate sound judgement in the coordination and management of all elements of the role. She/he will be required to negotiate outcomes with academic and professional colleagues at all levels, as well as students of diverse cultural backgrounds. The incumbent will also have the discretion to provide innovative solutions to problems during activities and within the work area. Recommendations for changing policy and current work practices would be referred to the Manager, Academic Programs.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Academic Programs and Enrichment Officer is required to have a detailed understanding of University and Faculty enrolment and courses, subjects, awards and programs policy and procedures as well as the student information system.

The incumbent should possess excellent computer skills with a demonstrated ability in word processing, web content management, Excel, PowerPoint and the use of databases.

3.4 RESOURCE MANAGEMENT

There is limited budget responsibility associated with this position

3.5 BREADTH OF THE POSITION

The Academic Programs and Enrichment Officer is expected to build strong relationships with the seven Schools in the Faculty of Science as well as professional staff members in University Services in order to facilitate the delivery of faculty wide processes, programs and events.

The Academic Programs and Enrichment Officer will need to interact effectively and appropriately with a variety of staff at all levels, both internal and external to the University, on many different issues.

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 strive 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 Faculty Secretariat is the administrative unit for the Faculty of Science and all its teaching, research and commercial activities. The Secretariat is responsible for the policy development, planning, implementation and ongoing management of Faculty programs.

6.2 BUDGET DIVISION

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

Science at the University of Melbourne is the most highly ranked Faculty of Science in Australia.* Science is defined by its research excellence in the physical and life sciences and is at the forefront of research addressing major societal issues from climate change to disease. Our discoveries help build an understanding of the world around us.

We have over 150 years of experience in pioneering scientific thinking and analysis, leading to outstanding teaching and learning and offer a curriculum based on highly relevant research, which empowers our STEM students and graduates to understand and address complexities that impact real world issues and the challenges of tomorrow.

We aspire to engage the broader community with the impact that Science has on our everyday lives. Through the strength of our internships and research project offerings, our students are provided opportunities to engage with industry partners to solve real-world issues.

The Faculty of Science has over 40,000 alumni and is one of the largest faculties in the University comprising seven schools: BioSciences, Chemistry, Earth Sciences, Ecosystem and Forest Sciences, Geography, Mathematics and Statistics, and Physics.

The Faculty is custodian of the Bio21 Molecular Science and Biotechnology Institute, Office for Environmental Programs and home to numerous Centres.

Science manages more than \$280 million of income per annum, with a staff base in the order of 220 professional staff, and more than 540 academic staff.

We offer a range of undergraduate, honours, graduate and research degrees; enrolling over 11 000 undergraduate and graduate students. The Faculty of Science is the custodial Faculty for the BSc (Bachelor of Science) with enrolments of approximately 8800 students.

The Faculty of Science is a leader in research, contributing approximately \$50 million in HERDC income per annum. The Faculty of Science is highly research focused, performing strongly in the ARC competitive grants schemes, often out-performing the national average. The Faculty of Science is currently growing its competitiveness and standing in the NHMRC space.

The Faculty of Science provides community services and industry partnerships based on a solid foundation of research in the pure and applied sciences. The Faculty has an endowment of approximately \$50 million. The annual income from the endowment supports more than 120 prizes, scholarships and research awards.

*Figures from the latest available data for 2015, including published international rankings data.

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>