



POSITION DESCRIPTION

Academic Support Office
Faculty of Veterinary and Agricultural Sciences

Academic Programs Coordinator

POSITION NO	0037611
CLASSIFICATION	PSC 7
SALARY	\$88,171 - \$95,444 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 , select the relevant option ('Current Opportunities' or 'Jobs available to current 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 website:
about.unimelb.edu.au/careers

Position Summary

The Academic Programs Coordinator is responsible for the coordination of the delivery of major academic support services, including selection and admissions, results, special consideration, student enrichment, student misconduct, student unsatisfactory progress and course professional accreditation across the Faculty of Veterinary and Agricultural Sciences (FVAS).

The Academic Programs Coordinator reports to the Manager, Academic Support and works closely with the Associate Dean (Learning and Teaching), Associate Dean (Curriculum Development), Academic Staff and University Services Academic Services to assist in implementing the Faculty's strategic objectives.

The role will lead and manage a team of professional staff across both Parkville and Werribee campuses in service areas including exams, enrichment, admissions and general support to learning and teaching.

The incumbent will be responsible for developing and maintaining effective working relationships with University Services to ensure high quality and timely service delivery in the area of Academic Services.

It is also expected that the incumbent is able to proactively apply their knowledge and skills to continuous improvement across all levels of the Faculty.

1. Key Responsibilities

Key responsibilities of the position include but are not limited to;

- ▶ Coordinate the student results process for FVAS subjects, including Board of Examiners' meetings.
- ▶ Oversee the planning, implementation and monitoring of exam administration for FVAS subjects.
- ▶ Supervision of staff including career development and KPIs
- ▶ Oversee the operational delivery for admissions, special consideration and placements/internships
- ▶ Work collaboratively with University Services' Academic Services units and other Academic Support Offices in Faculties and Schools to deliver an integrated and seamless suite of services.
- ▶ Oversee refinement of "students at risk" process
- ▶ Oversee and coordinate the Faculty selection and admissions processes of students into programs
- ▶ Assist subject coordinators with course development
- ▶ Coordination and management of unsatisfactory progress for students.
- ▶ Coordination, management and follow up of student appeals
- ▶ Preparation and distribution (and publication) of sample study plans for students.
- ▶ Participation in Learning and Teaching Committees
- ▶ In partnership with academic staff and the University Services student services hub, advise on undergraduate and postgraduate student matters
- ▶ Monitor and actively contribute to the quality, efficiency and responsiveness of relevant University Services service delivery to the Faculty.

- ▶ Develop cross skilling knowledge to support the Academic Programs Manager
- ▶ Other tasks, responsibilities and projects as directed

1.1 INNOVATION AND IMPROVEMENT

- ▶ Monitor and actively contribute to the quality, efficiency and responsiveness of relevant University Services service delivery to the Faculty.
- ▶ Champion, drive and lead change including capacity to inform and educate systems users and peers
- ▶ Identify cross skilling opportunities amongst team
- ▶ Provide insights and assist the Manager, Academic Support in the development of business justifications for new policies, procedures and initiatives

1.2 COLLABORATION AND LEADERSHIP

- ▶ Effectively monitor, coach and manage staff to achieve goals, and provide clear performance expectations, regular feedback and document performance outcomes
- ▶ Ensure the team supports surge capacity during peak periods.
- ▶ Collaborate with staff across the Faculty and University to ensure positive client focussed outcomes.
- ▶ Build and foster working relationships with all staff including professionals, academics, honorary and visitors.
- ▶ Key liaison for Director of Learning and Teaching.
- ▶ Enable the team to contribute to ASO, Faculty and University Projects as required.
- ▶ Ensure continuity of support functionality across the team, through facilitated cross-skilling
- ▶ Coordinate the ASO contribution to the accreditation requirement for the Veterinary Science Program

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
- ▶ Demonstrated management skills with the ability to lead and motivate staff
- ▶ High level interpersonal and verbal communication skills with the ability to liaise and influence a range of stakeholders across all levels of the organisation
- ▶ Demonstrated analytical and problem-solving skills, with the ability to exercise judgement and initiative
- ▶ Demonstrated ability to ensure accuracy and attention to detail
- ▶ Demonstrated focus on achieving timely results, ability to use initiative and to be flexible and responsive to changes in requirements

- ▶ Demonstrated experience and advanced skills in Microsoft Excel
- ▶ Demonstrated ability to manage varied projects, and achieve quality outcomes.
- ▶ Demonstrated ability to work under broad direction with the capacity to be innovative and take responsibility for outcomes.

2.2 DESIRABLE

- ▶ A strong understanding of University culture, administration and processes and the operation of faculties and academic disciplines, particularly in relation to academic support services.
- ▶ Understanding of academic and student administration systems, including StudentOne, Syllabus Enterprise, Learning Management System and how they interrelate.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Reporting to the Manager, Academic Support, the Academic Programs Coordinator will work under broad direction and will be expected to independently set and prioritise tasks, whilst liaising with Manager, Academic Support. The position will be responsible for the direct supervision of staff members and will support their ongoing development.

3.2 PROBLEM SOLVING AND JUDGEMENT

The position has responsibility for independently applying specialist knowledge and understanding of University policies and procedures to solve problems. Some functions will be based on clearly defined procedures and will operate within set time frames, whilst others will require a high level of analytical and problem solving skills.

Rethinking the way a specific body of knowledge is applied will also be required to solve problems.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

Detailed knowledge of University policies, procedures, processes and systems and how they interrelate must be developed in order to work with the Manager, Academic Support and Academic Programs Manager to make policy and process improvement recommendations.

3.4 RESOURCE MANAGEMENT

The role requires liaison with a diverse client group, including staff, both within and outside the faculty, at all levels. The Academic Programs Coordinator is also responsible for building and managing effective relationships and providing advice and support

The incumbent will lead and motivate a team of professional staff, ensuring that services are delivered to a high standard.

3.5 BREADTH OF THE POSITION

The position is required to operate across a matrix of levels to plan and support the delivery of academic support services. The incumbent will manage relationships with a wide range of staff in the Faculty as well University Services staff, particularly in Academic Services.

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/people/community/responsibilities-of-personnel>

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

<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 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>