



POSITION DESCRIPTION

Academic Support Office
Melbourne School of Engineering

Senior Academic Support Coordinator

INDIGENOUS AUSTRALIANS ARE ENCOURAGED TO APPLY

POSITION NO	0034465
CLASSIFICATION	PSC 6
SALARY	\$79,910 - \$86,499 p.a.
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full time (1.0 FTE)
BASIS OF EMPLOYMENT	<p>Continuing</p> <p>The Melbourne School of Engineering is strongly committed to supporting diversity and flexibility in the workplace. Applications for part-time or other flexible working arrangements will be welcomed and will be fully considered subject to meeting the inherent requirements of the position.</p>
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
HOW TO APPLY	<p>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.</p>
CONTACT FOR ENQUIRIES ONLY	<p>Rachael Brennan Tel +61 3 8344 4620 Email rachael.brennan@unimelb.edu.au</p> <p><i>Please do not send your application to this contact</i></p>

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 in the Academic Support Office, the Senior Academic Support Coordinator (SASC) provides high level support to academic staff in the various departments of the Melbourne School of Engineering (MSE) in relation to the School's teaching programs. This role is responsible for the provision of high level advice, guidance and administrative support to academic staff members with respect to all policies, protocols, timelines and systems related to teaching and course administration.

The incumbent will provide efficient, effective and responsive course administration and teaching support to academic staff in order to assure excellence in service delivery of academic programs for MSE students and staff. The SASC deputises for the Manager, Academic Programs and is a senior member of the Academic Programs team. The SASC provides expert advice for the Academic Programs team in the day to day delivery of services and extensive understanding of timetabling, handbook, examinations, academic misconduct, Board of Examiners meetings, results and academic board requirements. The SASC is expected to contribute to the development of administrative strategies and systems that will enhance the academic support services and contribute to a culture of continuous improvement.

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1. Key Responsibilities

1.1 ACADEMIC PROGRAM COORDINATION AND SUPPORT

- ▶ Coordinate the examination and results processes for the department within University guidelines. This includes advising academic staff on policy and timelines, organising, attending and documenting the examiners meetings, supplementary examination timetable, ensuring that examination papers are prepared and submitted on time and loading the departmental results in a timely fashion.
- ▶ Ensure editing of course and subject data into CAPS (Curriculum Approval Publication System) and Student One configuration is carried out with a high attention to detail.
- ▶ Obtain timetable information from academic coordinators and ensure the timetable templates and student sets are completed with no timetable clashes. Coordinate and monitor class registrations, streamlining sessions for the most efficient timetable.
- ▶ Act as Executive Officer to departmental academic services committees, as well as providing support to School based committees as required.
- ▶ Assist with the coordination and management of Academic Misconduct and educative response processes and committees.
- ▶ Ensure all subject surveys are available within the appropriate teaching period for students to provide feedback.
- ▶ Assist academic staff with the Learning Management System (LMS) in relation to subject and teaching content.
- ▶ Maintain subject databases, including course codes and co-ordinators as a source of information in relation to Delegated Authority, Major and Minor changes.

- ▶ Contribute to the coordination of final year project paperwork with final year academic staff coordinators regarding completion of relevant documentation, liaison with academic staff, advertising final year project opportunities and allocating students to projects.
- ▶ Contribution to the coordination of assignment submission and student collection and the delivery of assignments to academic staff.

1.2 ADMINISTRATIVE SUPPORT

- ▶ Assist with coordinating discipline specific fieldtrips, camps and placements in conjunction with academic staff.
- ▶ Assist with coordinating department/discipline contribution to Open Day, postgraduate information nights/seminars and any other related activities.
- ▶ Liaise with the University's printing service if hard copies of materials are required.
- ▶ Records maintenance and monitoring of loans.
- ▶ Under the direction of the Head of Department contribute to the organisation of tutors and external teaching staff, acting as a liaison point for recruitment, induction, room bookings and administrative support for teaching activities as required.
- ▶ Undertake projects and other duties as directed by the Academic Programs Manager and/or the Manager, Academic Support Office.

1.3 LEADERSHIP AND INNOVATION

- ▶ Deputy for the Manager, Academic Programs and a senior member of the Academic Programs team.
- ▶ Responsible for providing expert advice across the Academic Programs team for the day to day delivery of services, including the provision of training and support for skill development and mentoring to less experienced members of the team.
- ▶ The SASC is expected to contribute to the development of administrative strategies and systems that will enhance the academic support services and contribute to a culture of continuous improvement.
- ▶ Highly developed analytical, problem solving and conceptual skills, with a proven ability to recommend and develop creative solutions, and interpret and effectively communicate policies, strategies and procedures within a complex environment.
- ▶ Well-developed interpersonal skills and demonstrated cultural awareness, to enable effective liaison with a wide range of internal and external clients/stakeholders at a variety of levels.
- ▶ Work collaboratively with Stop 1 and University Services' Academic Services units to deliver an integrated and seamless suite of services.

2. Special Requirements

- ▶ Leave may not be granted during high-volume work periods;
- ▶ The ability to work outside of standard hours may be required from time to time.

3. Selection Criteria

3.1 ESSENTIAL

- 1.1.1 A degree with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training in student administration.
- 1.1.2 Demonstrated commitment to the delivery of excellent customer service and a strong client/stakeholder focus.
- 1.1.3 A high level of initiative and drive with a demonstrated ability to identify, develop and implement solutions to complex problems or new opportunities for improvement where appropriate.
- 1.1.4 Excellent interpersonal skills, to enable effective liaison and resolution of issues with a wide range of internal and external clients and stakeholders at a variety of levels;
- 1.1.5 Excellent written and verbal communication skills.
- 1.1.6 Excellent organisational skills and demonstrated ability to prioritise workloads and ensure the timely delivery of activities in a busy environment with large volumes of activity.
- 1.1.7 Demonstrated ability to work independently and within a team environment, direct staff and delegate responsibilities.
- 1.1.8 Demonstrated experience in developing, improving and interpreting administrative policies and/or procedures.

3.2 DESIRABLE

- 1.1.9 A high level of computer literacy, with demonstrable experience in the Microsoft Office suite, including word processing, spreadsheets, email and internet applications understanding of the University of Melbourne's student administration database;
- 1.1.10 Knowledge of the University's student administration systems, i.e. Student One, CAPS (Curriculum Approval Publication System), LMS (Learning Management System) and CREM (Class Registration Management tool).

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The SASC operates under broad direction from the Manager, Academic Programs and is expected to operate with a high level of autonomy. This position is expected to liaise regularly with staff from University and Academic Services, staff within the Academic Support Office, Heads of School, Heads of Departments and other academic staff within the School. The SASC is a senior member of the Academic Programs team and will be required to support, lead and supervise staff as required.

4.2 PROBLEM SOLVING AND JUDGEMENT

The position requires enthusiasm, initiative, flexibility and the ability to prioritise and manage a wide range of activities. The incumbent will be expected to problem solve, through the standard application of theoretical principles and techniques. The SASC will exercise a high level of initiative and judgement and will work autonomously on a number of tasks guided by policy, precedent, professional standards and managerial or technical expertise. Team work is a core value of the Academic Programs Team. Good judgement is expected about when to consult and escalate enquiries. The SASC will be required to exercise excellent judgement in managing workload and prioritising tasks in an area with often tight deadlines and conflicting demands. As a senior member of the Academic Programs team, the incumbent will need to ensure consistency in the application of policy and procedure as well as being a source of advice and support to other team members.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The SASC is expected to have or acquire knowledge of the organisational structure, workplace culture and protocols, and the strategic objectives of the School and the University. Also required is a strong understanding of the University's and School's policies and procedures relating to course and student matters and the committee structures supporting them.

4.4 RESOURCE MANAGEMENT

The Senior Academic Support Coordinator, in conjunction with the Manager, Academic Programs and the team is expected to lead and implement plans for improving processes, and the student experience consistent with the MSE 2025 vision.

4.5 BREADTH OF THE POSITION

The incumbent communicates with a diverse range of stakeholders including School academic and administrative staff, University administrative staff, other faculties and departments in the University, and students. You will represent the School and University in interactions with stakeholders as required. You will be expected to provide a high level of service to students and staff and demonstrate a commitment to the success of the Engineering student experience activities and initiatives.

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 is 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.

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 ACADEMIC SUPPORT OFFICE

The Academic Support Office within the Melbourne School of Engineering plays a key role in the School's operations. The Academic Support Office is responsible for coordinating onshore and offshore recruitment efforts, managing enquiries and prospective students and providing outstanding service and student enrichment opportunities to current coursework and research students within the School. The teams within the Academic Support Office are: Academic Programs, Future Students, Graduate Research and Student Enrichment.

7.2 MELBOURNE SCHOOL OF ENGINEERING

www.eng.unimelb.edu.au

The Melbourne School of Engineering is one of Australia's leading Engineering Schools and aims to be the school of choice for the highest performing students and research staff in Australia and within the Times Higher Education Supplement top twenty Schools of Engineering internationally by 2020.

7.3 THE UNIVERSITY OF MELBOURNE

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The University offers staff many benefits and prospective staffs are encouraged to view the following web links:

www.unimelb.edu.au

www.growingesteem.unimelb.edu.au

www.unimelb.edu.au/careers

7.4 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 www.unimelb.edu.au/governance.