



POSITION DESCRIPTION

Student Administration
Academic Services

Graduate Research Officer

POSITION NO	0001118
CLASSIFICATION	PSC 5
SALARY	\$68,892 - \$79,130 p.a.
SUPERANNUATION	Employer contribution of 17%
EMPLOYMENT TYPE	Full-time (continuing) position
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
CURRENT OCCUPANT	Vacant
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , 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	Libby Maunder Tel +61 3 8344 4479 Email lmaunder@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 websites:

about.unimelb.edu.au/careers
joining.unimelb.edu.au

Position Summary

The Graduate Research Officer provides high-quality support and advice for staff in academic divisions in relation to the effective management of graduate research candidature and examinations at the University.

The position reports directly to the Graduate Research Coordinator, and resides in the Graduate Research team within Academic Services (Student Administration). This team supports graduate research students and academic divisions by providing advice and interpreting policy, processing high-risk candidature variations, issuing regular reports, offering business process training, coordinating staff and student-facing information, coordinating the examination of all graduate research theses, and providing executive support for unsatisfactory progress and academic misconduct.

The Graduate Research Officer is customer-service focused with excellent communication skills, has the ability to set priorities to meet deadlines in a dynamic environment, has excellent attention to detail, and can apply appropriate judgement and guidance on graduate research candidature management matters including sensitive cases.

1. Selection Criteria

1.1 ESSENTIAL

- ▶ Relevant tertiary qualification and/or relevant experience in an administrative or customer service role.
- ▶ Demonstrated commitment to continuous improvement and a proven ability to consistently deliver high quality administrative services and advice in a changing environment.
- ▶ Excellent written and verbal communication skills, including the ability to write staff- and student-facing web content, process guides, reports and minutes for a variety of audiences.
- ▶ The ability to prioritise a range of tasks, manage time effectively and meet deadlines in a busy environment with frequent interruptions.
- ▶ Demonstrated ability to work collaboratively and flexibly both as a team member as well as independently.
- ▶ Commitment to delivering excellent customer service.
- ▶ Demonstrated ability to use advanced level features of the Microsoft Office suite, including high-level spreadsheet, word processing, and presentation software skills.

1.2 DESIRABLE

- ▶ Experience in using the TechnologyOne student system.
- ▶ Achievement in a similar position in University environment.
- ▶ Knowledge and an understanding of graduate research administration.
- ▶ Experience in using web-editing software.

2. Special Requirements

- ▶ Annual leave must be taken at a time which accommodates the peak workflows of the area.
- ▶ Non-standard work hours may be required from time to time by negotiation

3. Key Responsibilities

Contribute to the effective operation of the Graduate Research team through the following:

- ▶ Coordinating various administrative activities that relate to graduate research administration including liaising effectively with academic and professional staff across the University and providing executive support to the Graduate Research Managers Advisory Group.
- ▶ Providing policy and process advice for candidature requests and enquiries, and timely processing of complex requests such as candidature variations and course conversions in StudentOne.
- ▶ Contributing to the training and documentation provided to staff in academic divisions in relation to graduate research candidature management and examinations.
- ▶ Preparing regular reports such as newly enrolled students, overdue progress reviews, and similar.
- ▶ Proactively manage the Graduate Research Hub website and relevant pages on the Staff Hub by maintaining business process guides, correspondence templates, and forms. Manage outgoing communications to stakeholders via Messenger, Graduate Research Administrator bulletins, and Research Professional Magazine for Graduate Researchers.
- ▶ Providing up-to date content for the ask.unimelb (RightNow) for graduate research candidature.
- ▶ Actively contribute to the review and improvement of the services provided by the Graduate Research Team. The incumbent may be required to implement agreed changes.
- ▶ Other duties as required by the Graduate Research Manager and Graduate Research Coordinator.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5 or 6.

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

This position requires excellent initiative and an ability to work independently. Supervision is provided by the Graduate Research Coordinator.

The incumbent must also be flexible and have a positive attitude to team work as the Graduate Research team works together to ensure that Graduate Research's service objectives are met to a high standard. Team members assist one another especially at peak times and in staff absences.

4.2 PROBLEM SOLVING AND JUDGEMENT

This position demands well developed problem-solving skills. Many cases require careful judgement and/or problem-solving skills as the advice given could have serious repercussions for the students' candidature and/or scholarship/s. The incumbent is expected to:

- Use a considerable degree of independent judgement and must be able to complete most tasks without referral to the Graduate Research Coordinator.
- Be able to determine when intractable or unusual problems should be referred to a more senior staff member.
- Be able to be flexible while prioritising their work schedule.
- Provide professional (e.g. factual, helpful, timely, tactful) advice.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent requires excellent administration and customer service skills and proficiency in the relevant guidelines, regulations, procedures and policies. The incumbent will be expected to manage their daily workload to ensure that targets and deadlines are met.

To be able to advise students and staff on areas such as variations of candidature for graduate research students, the incumbent requires a solid and broad knowledge of University rules and regulations and its various services, departments and procedures.

Thorough knowledge is required of Graduate Research's role in supporting Academic Divisions in the management of graduate research and the rules, regulations, policies procedures and opportunities that relate to graduate research students and their supporting staff.

An extensive knowledge of relevant software including the Technology One student system, Word, Excel, Outlook, and web-editing software.

4.4 RESOURCE MANAGEMENT

All staff members must ensure that they use their time and other resources wisely.

As a member of the Graduate Research team, the incumbent also takes part in advising the Graduate Research Manager on the resource needs of the team.

4.5 BREADTH OF THE POSITION

The incumbent is involved in many aspects of the Graduate Research team's functions. In addition the incumbent liaises with Academic and University Services staff about graduate research candidature management.

The outcomes of this position can impact on students' experiences, the reputation of Academic Services – Graduate Research, and the effectiveness of the Graduate Research team.

5. Other Information

5.1 ACADEMIC SERVICES

Academic Services brings students, academic and library services together in an integrated network to support the University's core business of learning and teaching, research and engagement.

We offer student services from the point of enquiry to the point of graduation, and support during the years in between. Our end-to-end services from across the University enable students to be self-directed, independent decision-makers.

Our customer focus and commitment to building a problem-solving culture promotes and enhances the student experience. The department consists of five service areas:

- ▶ Academic Administration
- ▶ Scholarly Services
- ▶ Service Planning and Delivery
- ▶ Student Success
- ▶ Wellbeing

Graduate Research is located in the Student Administration cluster which brings together the management of multiple service areas including Admissions, Scholarships & Bursaries, Fees, Graduations, Curriculum Configuration and Timetabling, Course Planning and Equity, and Enrolment and Academic Records.

5.2 UNIVERSITY SERVICES

A trusted partner in shared services.

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

University Services will comprise approximately 1,500 staff and represents the aggregation and concentration of service delivery capability within what will be 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 will be responsible for the planning, delivery and review of most professional services.

The University Services organisation will also play 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 will come from building expertise, consolidating like functions/ services, eliminating duplication, capturing the benefit of scale, and providing a platform to improve process and system efficiency.

5.3 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>.

5.4 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/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.

5.5 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.

5.6 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.