



POSITION DESCRIPTION

Academic Services
University Services

Senior Examinations Officer

POSITION NO	0011670
CLASSIFICATION	HEW 6
SALARY	\$77,207 - \$83,573 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	Mary Makris Tel +61 3 8344 8279 Email m.makris@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 role of the Senior Examinations Officer is to provide expert advice and exemplary customer-focused service and administrative functions that support and contribute to the ongoing success in the management of the University's graduate research examinations. This is a complex, very sensitive and highly confidential area and the incumbent must be able to inform and guide external examiners, candidates, professional staff and the academic community on relevant policies, procedures, guidelines and outcomes, and supervise effective administration of the examinations cycle.

The position operates under the general direction of the Graduate Research Examinations Coordinator and resides in the Graduate Research team (Student Enrolment). The Senior Examinations Officer is an excellent communicator with strong attention to detail who provides advice and support on complex and sensitive cases. The incumbent requires a thorough understanding of the policies, procedures and guidelines which govern the University's graduate research degrees.

The University uses an online system to manage its graduate research thesis submissions and examinations and the Senior Examinations Officer is a super-user of this system and plays a key role in providing input and support where system changes and enhancements are needed, such as undertaking User Acceptance Testing.

The Senior Examinations Officer also assists with training, guidance and mentoring of staff and acts for the Graduate Research Examinations Coordinator during any absences.

1. Selection Criteria

1.1 ESSENTIAL

- ▶ A tertiary qualification with relevant experience in a similar administrative role or an equivalent combination of relevant education/training and experience.
- ▶ Demonstrated commitment to continuous improvement and a proven ability to consistently deliver high-quality administrative service and advice in a changing environment.
- ▶ Excellent written and verbal communication skills and the demonstrated ability to interact tactfully and professionally with internal and external stakeholders who are from a wide range of cultures, languages, levels of the University community.
- ▶ The ability to prioritise a range of completing high-priority tasks, manage time effectively, and meet deadlines while maintaining attention to detail in a busy environment with frequent interruptions.
- ▶ Demonstrated the ability to maintain confidentiality at all times.
- ▶ Demonstrated ability to work collaboratively and flexibly as a team member and independently, displaying initiative and excellent judgement and problem-solving skills.
- ▶ 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

- ▶ Training and experience in using the Technology One student system.
- ▶ Knowledge and an understanding of graduate research administration.

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.

3. Key Responsibilities

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

- ▶ Monitor the progress of examinations and liaise with Chairs of Examiners as required. For example, follow up or intervene where necessary in an effort to minimize delays in the examinations.
- ▶ Manage complex and unusual cases and compose correspondence to candidates, academic staff, and external examiners in a timely, accurate and effective manner. Examples of complex cases include instances where the examiner has raised allegations of plagiarised material or instances where the supervisors do not support the thesis being submitted for examination.
- ▶ Interpret policies and procedures, provide advice and options available in an attempt to expedite candidates' results, and answer complex queries about the examination process or policy from students, University staff, and external examiners.
- ▶ Carry out all administrative responsibilities in relation to the annual award of the Chancellor's Prize for Excellence in the PhD Thesis.
- ▶ Coordinate examinations of jointly enrolled PhD students.
- ▶ Working with Academic Business Systems and Infrastructure Services, provide ongoing involvement in the development of the Thesis Examination System in response to policy changes and user feedback.
- ▶ Monitor and contribute to online content provided to graduate research students, staff and examiners via the Graduate Research Hub and other websites.
- ▶ Prepare and deliver presentations on the examinations process to students that are intending on submitting for examination and to other stakeholders, as required.
- ▶ Contribute to the continuous review of processes, procedures and policies including identifying and implementing improvements to the content of letters, forms, and other communications.
- ▶ Assist with the implementation of any structural and system changes and integrations.
- ▶ Assist with staff training and development, and act for the Graduate Research Examinations Coordinator when necessary.
- ▶ Provide support in undertaking projects and other duties as required by the Graduate Research Examinations Coordinator or Graduate Research Manager.
- ▶ 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

The Graduate Research Examinations Coordinator supervises the incumbent and provides broad direction. The Senior Examinations Officer is required to act with authority and with a high level of independence. This position requires excellent interpersonal, communication, problem solving, and time management skills. The incumbent must have an excellent work ethic, be flexible, and have a positive attitude to teamwork as the Graduate Research team works together to ensure the service objectives are met to a high standard.

The Senior Examinations Officer is required to assist with guidance and training of staff and is responsible for staff supervision in the absence of the Graduate Research Examinations Coordinator.

4.2 PROBLEM SOLVING AND JUDGEMENT

This position demands highly developed problem-solving skills. Careful judgement and/or problem-solving skills is extremely important as the mismanagement of an examination could disadvantage students or lead to a formal grievance/complaint, including an Academic Board appeal. The incumbent is expected to:

- Use independent judgement to complete most tasks without referral to the Graduate Research Examinations Coordinator.
- Identify trends and recognise opportunities for improvement, proposing and implementing changes when appropriate.
- Be able to determine when intractable or unusual problems should be referred to a more senior staff member.
- Be flexible and efficient in prioritising their work schedule, including setting and meeting deadlines.
- Provide professional, timely, expert advice appropriate to the audience.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent must be proficient in administration and obtain expert knowledge in the guidelines, regulations, procedures and policies relevant to graduate research.

To be able to provide advice and support to students, staff and examiners, the incumbent requires a solid and broad knowledge the University environment and its various services, departments and processes.

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 Thesis Examination System, Technology One student system, Word, Excel, Outlook, internet browsers (ask.unimelb).

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 examinations team provides a critical administrative reference point for graduate research degree candidates and their supervisors, as well as prospective candidates, examiners, graduate research coordinators and heads of departments. Information and advice provided by the Senior Examinations Officer must be accurate and of the highest quality.

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 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 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 eight service areas:

- ▶ Academic Administration
- ▶ Learning Environments
- ▶ Research and Collections
- ▶ Scholarly Information
- ▶ Student Enrolment
- ▶ Student Service Delivery
- ▶ Student Success
- ▶ Wellbeing

Graduate Research is located in the Student Enrolment cluster. Student Enrolment brings together the management of multiple service areas including Admissions, Scholarships & Bursaries, Fees and Enrolment and Academic Records.

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.