

POSITION DESCRIPTION

Academic Services
University Services

STUDENT ADVISOR: COURSE PLANNING

POSITION NUMBER	0045713 0045714 0045715 0045716 0045717
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 5 - \$68,892 - \$79,130 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of up to 17%
WORKING HOURS	We are welcoming both Full Time and Part Time applicants
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	<p>Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.</p> <p>Short-listed applicants will be required to attend an Assessment Centre form of selection. This will require attendance for between 3-4 hours.</p>

CONTACT
FOR ENQUIRIES ONLY

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Please do not send your application to this contact

**For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers**

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 of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and 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.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services

- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

ACADEMIC SERVICES

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

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.

ABOUT THE ROLE

Position Purpose:

Working within interdependent teams, Student Advisors are responsible for providing first-level enrolment and course planning support, enquiry management, other daily service delivery tasks, and giving general assistance to broad student cohorts across a range of courses.

Services include the provision of information to students, transactional support for online processes and acting as a point of referral to specialist services via Stop 1. The Student Advisor guides and assists students through all stages of the student lifecycle, supporting them towards independence and self-direction.

The Student Advisor will be an excellent communicator, able to build strong working relationships within and across teams. The Student Advisor will be passionate about using teamwork and problem-solving skills in engaging directly with students.

Reporting line: Team Leader, Course Planning*

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: N/A

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: *

OH&S and compliance: 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. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Provide students with holistic, high quality, accurate enrolment and course planning support, answering enquiries and giving general assistance and guidance, referring students to specialised services when needed;
- Deliver effective, efficient, high quality services to students via Stop 1, applying referral protocols, in line with the University's agreed service standards;

- As part of the larger team, making a contribution to developing, implementing and coordinating processes undertaken as part of service delivery
- Actively taking part in gathering and disseminating course/subject knowledge and expertise across teams;
- Work collaboratively with stakeholders in developing accurate, up-to-date, high quality information content to contribute to various student or internal staff information channels;
- Actively promote collaboration and information exchange within in and across teams, and with key contacts across Academic Services and Academic Divisions;
- Maintain an up-to-date knowledge of the University's policies and procedures, particularly relating to students who require case management, and assist in communication strategies to ensure staff and students are kept informed of relevant changes to policy and course requirements;
- In agreed priority areas, contribute to the development and improvement of systems, process improvements, process re-engineering and new service initiatives for students or internal clients;
- Collect data for reports as required;
- Undertaking special tasks or contribute to events as required;
- Pro-actively identifying and escalating any issues, difficulties or problems; follow up to ensure that any issues are resolved and communicated appropriately;
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5 or 6.
- Where agreed with the Team Leader, participate in special projects arising from the need for process improvements to improve the work of the Student Service Centre Teams, appropriate to the scope of the role and the level of appointment.

Selection Criteria:

Education/Qualifications

1. The appointee will have: Completion or progress towards an undergraduate qualification in a relevant discipline, and/or equivalent mix of education and relevant experience
- Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
 - Excellent verbal and written communication skills;
 - Experience in enquiries management and customer services in service-orientated organizations;
 - Demonstrated experience and an affinity for working within the pressures of a frontline client service across a diverse, multi-cultural client base;
 - Demonstrated strengths in problem-solving and critical thinking, coupled with sound judgement;

- Knowledge of and ability to effectively utilize large complex databases such as CRM and student systems, coupled with sound knowledge of MS Word, Excel, Outlook and strong internet search capabilities;
- Proven ability to thrive in a changing and fast paced environment while working in a collegiate manner with other staff, showing initiative and flexibility, with the ability to rise to a challenge within a changing environment.

Other job-related information:

- Ability to commit to extended operating hours from January through March (5:00pm to 7:30pm) and at other times as required;
- This position may be required to travel to and work across campuses;
- Annual leave must be taken at a time which accommodates the peak workflows of the area.
- Short-listed applicants will be required to attend an Assessment Centre form of selection. This will require attendance for between 3-4 hours.