THE UNIVERSITY OF
MELBOURNE

Academic Services
University Services

Graduate Research Coordinator

POSITION NUMBER	0010719
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 7 - $85,189 - $92,216 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	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.
CONTACT FOR ENQUIRIES ONLY	Michelle Green Tel +61 3 8344 8979 Email mrgreen@unimelb.edu.au *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

ACADEMICSERVICES

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.Our customer focus and commitment to building a problem-solving culture promotes and enhances the student experience.

The Graduate Research Coordinator is part of the Graduate Research team located in the Student Administration cluster in Academic Services.

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:

The Graduate Research Coordinator plays a key role in coordinating the delivery of high quality support and expert advice for Academic Division professional and academic staff in the management of the University's graduate research cohort.

Responsibilities are varied and could include coordinating and/or making other substantial contributions to activities such as:

- The preparation and delivery of candidature management training and documentation.
- Providing sensitive, confidential and independent support in the management of graduate research unsatisfactory progress and other complex candidature cases

- Ensuring compliance with policy, procedure and best practice
- The assessment and update of individual student's enrolments in accord with relevant course rules, University and government policies and requirements
- Supporting the development and best practice use of University enterprise systems involved with graduate research administration.
- Contributing to a climate of continuous improvement in the management of processes, communication and customer services

The Graduate Research Coordinator is an excellent communicator, building effective working relationships within and across teams. They also need to set priorities and meet deadlines in a dynamic environment, with an excellent attention to detail.

Reporting line: Graduate Research Manager
No. of direct reports: 2
No. of indirect reports: 0
Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Significant

Operational context: The graduate research team provides candidature and examinations services to colleagues and graduate researchers from across the University. The role is based at Stop 1, Parkville campus.*

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/people/community/responsibilities-of-personnel.

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

Core Accountabilities:

GRADUATE RESEARCH BUSINESS PROCESS COMMUNICATIONS

The Graduate Research Coordinator will be proactive in communicating with Academic Division graduate research administrators and other key staff involved with research training across the university. This will involve:

- Partnering with Academic Divisions to help professional staff develop efficient business process, that best supports students and academic staff and meet their local and University Growing Esteem strategic goals.

- Development and delivery of training of business processes for Academic Division staff in candidature management.

- Ensuring training materials, process documents, etc are current and user-friendly, and presented in the required format and that feedback is utilised in development and review of documentation.

- Provision of regular updates to a University-wide graduate research administrative cohort via established channels.

- Oversight of and contribution to online content provided to graduate research students.

- Delivering workshops and presentations such as graduate research student orientation, confirmation or other candidature milestone workshops for graduate research students and academic research supervisors.

- Prepare timely, informed and well-considered reports, reviews, action sheets, etc

GRADUATE RESEARCH UNSATISFACTORY PROGRESS AND COMPLEX CASES

- Oversight and provision of executive support to the Associate Deans (Graduate Research) and the Manager, Graduate Research in managing graduate research unsatisfactory progress.

- Oversight and provision of accurate and timely information and reports about graduate research progress management as required.

- Oversight and provision of expert advice for the processing of candidature requests in the Student System and some timely processing of complex requests.

TEAM MANAGEMENT AND OFFICE ORGANISATION

As a senior member of the Graduate Research Team, the incumbent is required to:

- Manage a small team including the provision of day-to-day supervision, training and advice, identification of operational needs, planning, reviewing staff performance, determining work priorities and ensuring the teams individual performance contributes to the achievement of Academic Services objectives, goals and priorities.

- Proactively identify problems and suggest improvements are evidence-based and consider best practice principles, relevant policies and systems, and the impact on inter-related areas/services.

- Represent the team at various forums.

- Contribute positively to the team by consistently promoting a quality client service culture and a multi-skilled and supportive environment to ensure (i) a high standard of service to all clients (ii) knowledge, opportunities and work demands are shared, and (iii) staff absences are covered.

OTHER TASKS

- Act as a point of contact and subject matter expert for various systems and other key resources that underpin the team's work (e.g. StudentOne functions that relate to graduate research). Provide expert advice in relation to any changes to these systems, and perform rigorous user acceptance testing to ensure that these systems are 'fit for purpose'.

- Commitment to the shared services operating model contributing to the achievement of Academic Services objectives, goals and priorities.

- Team members are expected to contribute to other activities that may be outside normal daily duties and University events.

Selection Criteria:

Education/Qualifications

1. The appointee will have an undergraduate qualification with relevant discipline, or a combination of relevant experience and education/training.

Knowledge and skills:

2. 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.

3. Excellent interpersonal and communication skills including a proven ability to:
   - Develop and maintain effective working relationships and professional networks with a diverse range of people and organisations.
   - Provide accessible and accurate expert advice in different settings (in person, via phone, in writing, information sessions), and to diverse audiences.
   - Prepare professional correspondence, reports, presentations, statements, process documents, etc.

4. Experience in training and the dissemination and collection of information (eg sharing best practice with others).

5. Demonstrable understanding of the academic and personal issues facing Graduate Research students and established knowledge of academic and student administration procedures, policies

and systems as they relate to graduate research candidature management, including unsatisfactory progress.

6. Proven ability to lead, motivate and train team members, to establish priorities and effectively manage competing deadlines for self and others.

7. Demonstrable commitment to continuous improvement and a proven ability consistently deliver high quality customer service and advice.

8. A very high level of proficiency using large integrated databases and standard application software such as the Microsoft Office suite (e.g. Word, Excel, Powerpoint, Outlook), and an ability to quickly develop competence using new systems.

Desirable:

9. Extensive experience in using the TechnologyOne student system.

Other job related information:

- 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