Student and Scholarly Services
Chief Operating Officer Portfolio

Senior Advisor – Global Learning

POSITION NUMBER	0042154
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 6 - $83,301 - $90,170 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	Olivia Gallo - Team Leader, Global Learning Tel: +61 3 8344 1952 Email: Olivia.gallo@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

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio is responsible for the University's budget and financial performance, and the management of its property and capital. It also delivers efficient and effective shared services in support of all aspects of the University's business.

The COO Portfolio is comprised of eight sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Digital and Data
- Finance
- Legal and Risk
- Operational Performance Group
- Property
- Research, Innovation and Commercialisation
- Student and Scholarly Services

STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

The Global Learning team within Student and Scholarly Services is responsible for the provision of overseas study programs at the University of Melbourne.

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:

This role works as part of the Global Learning team within Student and Scholarly Services to deliver the University's Global Learning programs. The Senior Adviser supports the delivery of the University's programs with a primary focus on centrally offered short-term programs including for credit and non-credit programs offered by international partner institutions, third party providers and affiliate organisations. The Senior Advisor takes a lead role in delivering initiatives and programs at scale and to increase access to programs for all cohorts of students. The role administers a portfolio of emerging partnerships and programs which actively supports students to develop professional and cross-cultural skills through their experience and to prepare graduates for a global future.

The incumbent's direct responsibilities include partner liaison, program development and promotion, application and selection coordination, and oversight of the student experience throughout the program. The Senior Advisor works across the University with faculties, External relations, Chancellery and other Academic Services colleagues to deliver the University's Growing Esteem strategy.

Reporting line: Team Leader, Global Learning (Short-term Programs)
No. of direct reports: 0
No. of indirect reports: 1 to 5
Direct budget accountability: 0

Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Moderate
Judgement: Moderate
Operational context: This role works will staff across the University, external University partners as well as student from a variety of different educational backgrounds and settings.

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:
- In collaboration with the Global Learning team, work with international partners and providers to receive and process applications, offers and acceptances for overseas study programs.
- Anticipate applicant, student and partner needs, proactively responding to requests and queries, and offering subject matter expertise while ensuring the provision of accurate and consistent information extending beyond the presenting request and supports independence and self-direction.
- Provide high level customer service through on-line and in-person service channels, supporting the broader activities of Student Success as needed.
- Support the Team Leader, Global Learning to identify opportunities for process improvements, liaising with internal stakeholders to deliver changes as needed.

- Provide accurate and timely advice, information, contacts, knowledge of relevant policies and procedures to students, faculties, partner institutions and other stakeholders about Global Learning programs.
- Contribute to the development and execution of the Global Learning strategy including communication, contributing to service and program evaluation by collecting data and feedback for analysis and reporting to monitor and track performance
- Continuously develop professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation's broader objectives
- Demonstrate commitment to actively contributing to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction
- Adhere to compliance and quality assurance, in line with requirements under the University's risk management framework including OH&S

Selection Criteria:

Education/Qualifications

1. The appointee will have: a relevant tertiary qualification with subsequent relevant experience or an equivalent combination of relevant experience and/or education/training.

Knowledge and skills:

1. Demonstrate COO values 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, connecting with people and building relationships in your workplace.
2. Experience in the provision of learning abroad and student exchange programs, advice and services within a higher education context.
3. Excellent and well-developed interpersonal skill as well as written and oral communication skills including demonstrated experience in a cross-cultural context.
4. Demonstrated stakeholder management experience with high level problem-solving skills, ability to think flexibly to develop tailored and innovative programs to meet stakeholder and student needs.
5. Proven ability to work across complex student service environments with highly developed time managements and prioritisation skills, the ability to work under pressure and to tight deadlines

Desired:

1. An understanding of and experience in developing student experience and engagement activities to complement learning abroad programs.

Other job-related information:

1. Occasional work out of ordinary hours and some travel may be required

Special Requirements:

Employment in this position is conditional upon receipt and maintenance of a Working with Children Check