POSITION DESCRIPTION

The University of Melbourne 
(logo)

Melbourne Law School

Program Delivery Manager

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| Position No | 0034562 |
| Classification | UoM 8 |
| Salary | $108,009 - $116,906 p. a |
| Superannuation | Employer contribution of 17% |
| WORKING HOURS | Full-time |
| BASIS OF EMPLOYMENT | Fixed Term available until April 2023 |
| Other Benefits | <http://about.unimelb.edu.au/careers/working/benefits> |
| How to Apply | Online applications are preferred. Go to [http://about.unimelb.edu.au/careers](http://hr.unimelb.edu.au/careers), select the relevant option (‘Current Staff’ or ‘Prospective Staff’), then find the position by title or number. |
| contact For enquiries only | Cassie Paterson  [c.paterson@unimelb.edu.au](mailto:c.paterson@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

Position Summary

The Program Delivery Manager is a leader within the Teaching and Learning Team in the Academic Support Office of the Melbourne Law School (MLS) and manages the Program Delivery team. The role provides high level support and advice to the Manager, Teaching and Learning, Deputy Dean, Associate Deans and Assistant Dean.

The Program Delivery Manager provides high quality service to students, staff and visitors of the Melbourne Law School and the Melbourne School of Government (MSoG). Specifically, the role coordinates the annual course and subject configuration and timetable build for the coursework programs at MLS and MSoG, as well as management of the appointment process for external teachers within the MLS and MSoG teaching programs, the enrolment processes for the JD and MLM programs, and assessment including academic adjustments and wellbeing.

This position manages a professional services group driving team-based activities as well as performing critical tasks on an independent basis. The Program Delivery Manager leads this team of professional staff members to provide comprehensive support to academics and students in relation to course and subject configuration, enrolments, timetabling and assessment, subject administration and teaching support, and liaison with local and international teachers.

It is necessary for the incumbent to manage competing demands, prioritise tasks effectively, ensure attention to detail, independently problem-solve, and be adept at dealing professionally with a range of internal and external stakeholders. The role can deputise for the Manager, Teaching and Learning if required.

The Program Delivery Manager will develop and maintain effective working relationships with other teams across the university to ensure high quality and timely service delivery in all academic program areas.

# Key Responsibilities

## Program delivery

* Manage and coordinate the annual changes to courses and subjects for MLS and MSoG coursework programs liaising with the Curriculum Development and Planning Manager and academic stakeholders. This includes management of course and subject changes submitted via Curriculum Approval Publication System (CAPS), configuration, providing direction to team members, ensuring quality oversight of data and accurate record keeping.
* Responsible for designing the timetable for the Melbourne Law Masters program in conjunction with the Curriculum Development and Planning Manager, academic stakeholders and external teachers.
* Manage the timely creation of class timetables and class registration for the Juris Doctor (JD) and Law Breadth programs;
* Manage the coordination of the MLM and JD re-enrolment and enrolment processes, including maintenance of waitlists, quota-restricted subjects, fee sponsorships, international and work integrated learning opportunities and extraction of data as required.
* Liaise with Curriculum Development and Planning Manager to assist with the development of curriculum, including custom/executive education opportunities, and provide expert advice on how to operationalise new offerings.
* Provide expertise and support for the production of subject materials, the Teacher’s Guides (including policy and copyright compliance) and use of the Learning Management System Canvas.
* Responsible for the management of examinations, results, and feedback processes including result review requests; the creation of assessment schedules; the implementation of examination boards; and the provision of expert advice to academic staff and students regarding results and assessment policy, and procedures.
* Manage and provide direction on class registration and oversight of all student academic adjustments.

## SESSIONAL ACADEMIC SUPPORT

* Manage the delivery of support to external teachers including contractual and honorary appointments and relationship management.

## events AND Promotional ACTIVITIES

The Academic Support Office is responsible for the organisation of several student events during the year such as orientation, and international student functions, as well as playing a key role in the annual open day of the University. The Program Delivery Manager provides direction and support for these events as required, particularly during the Melbourne Law Masters international orientation.

## TEAM LEADERSHIP

The Program Delivery Manager is responsible for a team of Academic Programs and Timetabling and Assessment staff. Responsibility for leading the team includes but is not limited to the following:

* Consideration and approvals of staff leave
* Workload and workflow management
* Management of the Performance Development Framework, including performance management and staff development.
* Delegation of supervisory responsibilities as required.
* Deputise for the Manager, Teaching and Learning as required.

## OTHER

* Respond to telephone and email enquiries with high quality service and provide support to the front desk and in-person enquiries as required.
* Undertake tasks in the MLS outside this role as required.
* Contribute to the continual improvement of the Teaching and Learning website, ensuring web pages are accurate and up to date at all times, particularly in regards to University policy and procedure.
* Oversee compliance and quality assurance management, in line with requirements under the University’s risk management framework including OH&S, legislation, statutes, regulations and policies.
* Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in sections 4 and 5.

# Selection Criteria

## Essential

* A relevant post graduate qualification with relevant experience in a similar position; and/ or equivalent mix of education/training and significant relevant experience.
* Demonstrated ability to plan and manage effectively, independently and for a team, taking interdependencies across multiple work functions into account
* Demonstrated ability to foster a culture of commitment to high quality client service principles
* Demonstrated ability to organise, lead, and deliver complex and time-critical activities that require excellent attention to detail
* Excellent written and verbal communication skills including the ability to communicate professionally and effectively with a range of people and to build strong positive working relationships with stakeholders
* Demonstrated management skills with the ability to motivate and lead staff
* Proven ability to problem solve, operate with a degree of flexibility, and to be self-motivated
* Advanced skills in in the use of standard technical applications including Outlook, Microsoft Word, Excel, SharePoint and the ability to learn new applications quickly

## Desirable

* Proficiency with University administrative systems, such as StudentOne, LMS, and Themis
* A sound understanding of University policy and procedures particularly in regards to student administration.

# Job Complexity, Skills, Knowledge

## Level of Supervision / Independence

The role reports directly to the Manager, Teaching and Learning but is required to work in collaboration and closely with the Deputy Dean, program Associate Deans and Assistant Dean, Teaching and Learning. They will manage and coordinate the activities of the Program Delivery team. The nature of the role requires the incumbent to be self-motivated with strong time leadership capability, attention to detail and organisational skills to prioritise workloads to ensure that deadlines are met. The incumbent must also be equally adept at working independently as well as participating in a unit as an effective team member. It is expected that the incumbent will use their initiative to resolve issues and only refer on complex and/or sensitive matters to the Manager or other appropriate staff member for advice and/or resolution. The role will deputise for the Manager, Teaching and Learning in their absence.

## Problem Solving and Judgement

The position requires the efficient administration of a wide range of tasks and the management of multiple deadlines. The incumbent is required to develop a detailed and thorough understanding of the graduate coursework programs of MLS and MSoG and the academic calendar, as well as relevant local guidelines and University policies and procedures that fall within the scope of the position. The Program Delivery Manager is expected to be able to apply relevant policies and procedures in the activities of the role and be able to implement and adapt work practices and processes in accordance with policy. The incumbent will be required to exercise sound judgment, diplomacy and discretion in communication with both internal and external stakeholders, including resolving queries from both students and academics.

The position requires development and management of relationships with both tenured and sessional academic staff and the incumbent is expected to develop an understanding of the processes involved in the engagement of staff and to be able to assist with a range of queries relating to their appointment and their teaching requirements.

## Professional and Organisational Knowledge

The Program Delivery Manager will have an extensive knowledge of the Higher Education sector and the professional administrative skills to manage processes from end-to-end. They must develop and maintain an in-depth knowledge of MLS and MSoG structures, policies, governance framework, environment and academic standards. Detailed knowledge of broader University structures and quality, compliance and accreditation standards are also required.

## Resource Management

The Program Delivery Manager will directly supervise staff and regularly provide guidance to other team members. They may also be required to supervise casual staff and will be required to deputise for and act on behalf of the Manager. The incumbent is expected to coordinate the payment process for sessional academics and ensure teaching fees are allocated appropriately, as well as monitor the budget for casual staff.

## Breadth of the position

The Program Delivery Manager will interact with a wide range of people including academic and professional staff, students and members of the legal profession. The incumbent is required to complete a variety of tasks and is expected to make appropriate decisions and provide advice that is in accordance with the appropriate policies and processes. The incumbent will need to gain a detailed knowledge of the coursework programs and academic support procedures of the Law School and the Melbourne School of Government, including competency in the student administration system, Student One.

## Special requirements

* Annual leave for this position will need to be planned with School operational requirements and deadlines in mind. Leave during peak periods may not be approved.
* A flexible approach to working hours is necessary to accommodate some events held outside normal working hours.

# 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 Advancing Melbourne strategy that addresses 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 Advancing Melbourne.

# 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:

<https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

# Other Information

## Organisation Unit

[www.law.unimelb.edu.au](http://www.law.unimelb.edu.au)

Melbourne Law School is Australia's first all-graduate law faculty. Melbourne Law School was the first faculty in Australia to teach law, and awarded this country's first law degrees. The Law School is now fully graduate with its Juris Doctor for admission to practice recognised as a high level qualification in Australia and beyond. Coupled with the unrivalled excellence of the Melbourne Law Masters and its excellent Research Higher Degree programs, the Law School offers a unique opportunity for the integration of scholarship and teaching.

Its faculty is a vibrant community of creative scholars, committed to a highly collegial, research-intensive institutional life. The Law School has particular strengths in comparative analysis. It aims to integrate teaching with research and engagement activities and to engage with local, national and global communities.

The Law School is a single department faculty located in a custom designed building in University Square. The Law School has approximately 2,200 graduate students (including JD, Melbourne Law Masters and Research High Degrees).

## 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 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>

## ADVANCING MELBOURNE

The University’s strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University’s commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

* We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.
* We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.
* We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.
* We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne’s academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

## 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 <https://about.unimelb.edu.au/strategy/governance>