



POSITION DESCRIPTION

Melbourne Graduate School of Education

MERI Support Officer

POSITION NO	0049209
CLASSIFICATION	UoM 4
SALARY	\$66,411 - \$70,483 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Full-time (1.0 FTE)
BASIS OF EMPLOYMENT	Fixed-term for 12 months
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 , select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Dr Bella Blaher Tel +61 3 8344 4561 Email bblaher@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 website:
about.unimelb.edu.au/careers

Position Summary

Based within the Melbourne Education Research Institute (MERI), at the Melbourne Graduate School of Education (MGSE) the MERI Support Officer position is a high-quality customer service and administrative role providing a broad range of services and administrative support to the MERI team. Working closely with the Manager, Research & Industry, the position requires sound judgment, an expansive knowledge of the activities that MERI undertakes and the ability to work unsupervised in a busy faculty environment.

1. Key Responsibilities

CUSTOMER SERVICE PROVISION

- ▶ Provide high level professional service to all internal and external clients at all times which includes being the first point of contact for physical and telephone enquiries;
- ▶ Display compliance with relevant University Policies and Procedures;
- ▶ Aid Graduate Research students directing them to the appropriate source of material relating to their enrolment, course, well-being, enrichment opportunities and the overall student experience;
- ▶ Maintain working knowledge of the MGSE. Provide this information to staff and students;
- ▶ Assist, under the direction of relevant staff, in the management, disposal and storage of confidential information;
- ▶ Assist with the organisation of student and staff events and functions;
- ▶ Assist with the event planning and delivery of MERI events such as workshops;
- ▶ Perform routine data entry for administrative tasks including publication data entry in Minerva, grant and contract entry in Themis.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ Completion of a diploma qualification and subsequent relevant work experience; or, completion of a Certificate IV and extensive relevant work experience, or completion of a post-trades certificate and extensive relevant experience, or an equivalent combination of relevant experience and/or education/training;
- ▶ Demonstrated commitment to providing excellent customer service;
- ▶ High level communication skills in English, written and oral, as well as excellent organisational and administrative abilities and strong inter-personal skills;
- ▶ Demonstrated ability to work under general supervision with the ability to manage one's own time and prioritise tasks to meet deadlines and expectations;
- ▶ Demonstrated enthusiastic approach to work with the ability to participate in a team environment;
- ▶ High level of proficiency in the use of standard application software such as the Microsoft Office suite.

3. Job Complexity, Skills, Knowledge

-- PROFESSIONAL STAFF ONLY --

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

This position reports to the Manager Research & Industry and is responsible for supporting the achievement of agreed organisational objectives. The position is required to operate with a degree of autonomy within defined policy and procedures.

3.2 PROBLEM SOLVING AND JUDGEMENT

The MERI Support Officer works within the framework of University and MGSE policy and is required to perform a range of tasks of varying complexity and show initiative and exercise judgement in the resolution of day-to-day administrative problems raised by students and staff. A degree of judgement is also required to determine work methods and task sequence within specified timelines and standard practices and procedures.

The position also requires a considerable degree of diplomacy and maturity to communicate with a wide range of clients including prospective students, enrolled students, school administrative and academic staff, University central administrative staff and members of the public.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The MERI Support Officer is expected to understand relevant University Policy and Procedures, processes and systems which affect the day to day administration of the site. A good understanding of course offerings within the MGSE is expected to be developed, along with a broader understanding of other courses across the University. An awareness of information and support services available across the University is also required along with the ability to work with a diverse range of people.

3.4 RESOURCE MANAGEMENT

Working as part of a team and under the general direction of the MERI Support Officer, the MERI Support Officer shall direct and prioritise the use of resources as needed to meet the performance of day to day operational requirements.

3.5 BREADTH OF THE POSITION

The position liaises with a broad spectrum of academic staff, general staff, students, prospective students, and members of the public which requires excellent interpersonal and communication skills.

4. Special Requirements

- ▶ Unrestricted right to work in Australia;
- ▶ Any offer of employment will be conditional upon receipt and maintenance of a valid Working with Children Check;
- ▶ Some out of hours work will be required and leave during peak periods may be restricted; and

- ▶ This position is based at the Parkville site. Travel to other sites may be required.

5. 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.

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/people/community/responsibilities-of-personnel>

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

7. Other Information

7.1 ORGANISATION UNIT

Melbourne Graduate School of Education

7.2 BUDGET DIVISION

Our Vision:

Together we equip people to address the major educational challenges of our times.

Our values:

Respect, Integrity, Curiosity, Fairness and Transparency

Our Mission

The Melbourne Graduate School of Education fosters staff productivity, growth and engagement in a collective effort to enrich the contribution that education makes to society.

- We conduct research and teaching that leads to the transformation of education practice both within and beyond the profession.
- We stimulate learning that enriches the potential of students from around the world, enabling meaningful careers and profound contributions to communities.
- We provide research leadership, setting the direction for high impact, innovative and responsive research that addresses the pressing issues of our times.
- We lead purposeful engagement with society, sharing our resources and expertise as part of collaborative efforts to build a resilient, equitable and sustainable future.

MGSE is a hub of high impact research and teaching. Home to a number of internationally recognised experts, we are at the cutting edge of teaching and research in our field.

Part of the University of Melbourne's Parkville campus, we are based at 234 Queensberry Street and 100 Leicester Street. Our buildings are designed specifically for graduate education students, offering a range of contemporary learning and social spaces.

Our flagship Master of Teaching is based on a clinical approach to teaching and is a significant shift away from traditional approaches to teacher education. We also offer a range of professional development and higher degree research courses for people working in education and related professions. A large number of significant research projects are based here, and we work closely with local, national and international partners on a wide range of projects across education and related disciplines.

For more information about us, visit: education.unimelb.edu.au

7.3 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>.

7.4 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.

<https://research.unimelb.edu.au/>

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.

7.5 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/governance>