



POSITION DESCRIPTION

Learning and Teaching Unit
Faculty of Medicine, Dentistry and Health Sciences

Student Support Officer

POSITION NO	0038158
CLASSIFICATION	PSC 5
SALARY	\$68,892 - \$79,130 p.a. (pro-rata)
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Part-time (0.8FTE)
BASIS OF EMPLOYMENT	Fixed-term for 12 months Fixed term contract type: Replacement staff member
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	Kyahl Anderson Student Support Team Leader Tel: +61 3 9035 8201 Email: kyahl.anderson@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 websites:

about.unimelb.edu.au/careers

Position Summary

The Student Support Officer will be based in the Learning and Teaching Unit, reporting to the Student Support Team Leader. The incumbent will be responsible for the provision of expert advice and operation support in regard to graduate pathways, referrals from University Services, enrichment support for student societies and specialist cohorts, complex advising issues and clinical enrolment compliance within the Learning and Teaching Unit. This role will support the Faculty's academic and professional staff in the delivery of MDHS undergraduate and graduate programs including postgraduate coursework, honours and graduate research.

The Student Support Officer is responsible for delivering excellent student experience across all Faculty programs while working closely with all learning and teaching aligned academic and professional staff within Schools and Departments. The incumbent will maintain effective working relationships with University Services and Graduate Schools to ensure high quality and timely delivery of services.

The incumbent will be part of a team of staff responsible for delivery expert service and advice to stakeholders of the Learning and Teaching Unit within agreed service standards and a framework of excellence in customer service.

1. Key Responsibilities

- ▶ Contribute to the ways in which the service can enhance the student experience and make recommendations. Participate in the implementation of new student support initiatives. Participate in, when necessary, consultation with stakeholders, including Faculties and student leaders; facilitate discussions and integrate stakeholder feedback.
- ▶ Anticipate student needs, proactively responding to student requests and queries and offering subject matter expertise while ensuring the provision of accurate and consistent information that extends beyond a student's request and supports the student towards independence and self-direction.
- ▶ Participate in any evidence based research, reports, options and recommendations on service improvements that focus on achieving desired outcomes. Contribute to research outcomes including consultation and feedback from stakeholders.
- ▶ Abide by agreed service levels, standards and stakeholder reporting requirements, including adherence to agreed protocols. Contribute to the optimising of the provision of accurate, timely and enabling information.
- ▶ Contribute to the development, innovation and continuous improvement of relevant practices, processes and systems including the design, delivery and evaluation of workshops, presentations, program or events for the purposes of training, consultation and/or information provision.
- ▶ Demonstrate commitment to the shared services operating model contributing to the planning and achievement of Academic Services objectives, goals and priorities.
- ▶ Any other duties commensurate with the position as directed by the Supervisor.
- ▶ Compliance with and contribution to quality assurance management, in line with requirements under the University's risk management framework including OH&S, legislation, statutes, regulations and policies.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ Undergraduate qualifications in a relevant discipline with experience within the higher education sector; or a combination of relevant experience and/or education/ training.
- ▶ High level organisational skills and demonstrated time management skills with a proven ability to prioritise tasks to meet competing deadlines with a high degree of accuracy and attention to detail.
- ▶ A demonstrated client-centred approach, the ability to manage pressure in a fast-paced client service environment, and a demonstrated commitment to the provision of excellent service to a diverse range of clients of varying backgrounds and with differing needs.
- ▶ Demonstrated ability to influence and forge working relationships with internal and external stakeholders.
- ▶ Ability to work collaboratively and flexibly both in a team and independently, and in an environment with changing demands.
- ▶ Experience in client management, in particular service orientation, planning and prioritisation.
- ▶ High-level computer skills, particularly the Microsoft Office suite including Word, Excel and Outlook.
- ▶ Excellent oral and written communication skills.

2.2 DESIRABLE

- ▶ Training in the University of Melbourne's student information system, Nexus and StudentOne.
- ▶ Knowledge of the University of Melbourne's policies and procedures particularly relating to students.

2.3 SPECIAL REQUIREMENTS

- ▶ Annual leave must be taken at a time which accommodates the peak workflows of the area.
- ▶ The ability to work outside of standard hours may be required from time to time.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Routine supervision to general direction is provided by the Student Support Team Leader. The incumbent is expected to work both independently and as part of the student support team. Some tasks will also involve working closely with the other members of the Learning and Teaching Unit and other Faculty Units and staff. Matters that may affect the standing of the University or its research objectives are referred to senior colleagues as appropriate.

3.2 PROBLEM SOLVING AND JUDGEMENT

The position requires enthusiasm, initiative, flexibility and the ability to prioritise and manage a wide range of activities. The incumbent is expected to solve problems through the standard application of theoretical principles and techniques. The incumbent will exercise a high level of initiative and judgement and will work autonomously on a number of tasks. The incumbent will be expected to perform work assignments guided by policy, precedent, professional standards and managerial or technical expertise. Team work is a core value of the office. Good judgement is expected about when to consult the Student Support Team Leader.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent will possess the required skills to perform the duties encompassed within the position. The incumbent is expected to develop a detailed knowledge of University policies and procedures, along with an understanding of its culture and organisational structure, including faculty and department structures. The position requires having the ability to liaise effectively with internal and external stakeholders.

3.4 BREADTH OF THE POSITION

The position covers a wide range of tasks, routine and complex, relying on a broad understanding of the Faculty's mission, goals and structure and of the University policy and procedures relevant to departmental administration.

4. 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.

5. 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.

6. Other Information

6.1 LEARNING AND TEACHING UNIT

<https://mdhs-study.unimelb.edu.au/>

6.2 FACULTY OF MEDICINE, DENTISTRY & HEALTH SCIENCES

www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry & Health Sciences has an enviable research record and is the University of Melbourne's largest faculty in terms of management of financial resources, employment of academic and professional staff, teaching of undergraduate and postgraduate (including research higher degree) students and the conduct of basic and applied research. The Faculty's annual revenue is \$630m with approximately 55% of this income related to research activities.

The Faculty has a student teaching load in excess of 8,500 equivalent full-time students including more than 1,300 research higher degree students. The Faculty has approximately 2,195 staff comprising 642 professional staff and 1,553 research and teaching staff.

The Faculty has appointed Australia's first Associate Dean (Indigenous Development) to lead the development and implementation of the Faculty's Reconciliation Action Plan (RAP), which will be aligned with the broader University – wide plan. To enable the Faculty to improve its Indigenous expertise knowledge base, the Faculty's RAP will address Indigenous employment, Indigenous student recruitment and retention, Indigenous cultural recognition and building partnerships with the Indigenous community as key areas of development

6.3 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>.

6.4 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.

<http://research.unimelb.edu.au/our-research/research-at-melbourne>

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.

6.5 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>