

POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer Portfolio

Coordinator, Course Planning Development

POSITION NUMBER	0045617
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 8 - \$103,409 - \$111,927 per annum (pro rata for part-time)
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	Ngaere Blair Tel +61 3 8344 1584 Email ngaere.blair@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 Course Planning team sits within the Student and Scholarly Services portfolio and is a student-facing team responsible for the provision of course and enrolment related advice to course work students.

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 Coordinator, Course Planning Development provides essential direction, support and leadership in the acquisition of complex course and process knowledge, effective advising strategies and building relationships with key partners across Academic Divisions.

The Course Planning team provides frontline advice and services to all coursework students at the University of Melbourne, including enrolment support, course and subject advice, student equity and disability services, and special consideration approval and processing. As a central part of the Stop 1 model, course planning services are delivered on behalf of Academic Divisions, to enable students' timely, accurate and appropriate advice regarding course and subject selection. Leading the team alongside the Coordinator, Course Planning Service Delivery, this role will have a strong focus on coaching, upskilling and developing staff in order to build a high performing team that delivers high quality course advising.

Reporting line: [Manager, Course Planning*]

No. of direct reports: 4

No. of indirect reports: 20 to 30

Direct budget accountability: [No]

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: University wide

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:

- ▶ Supporting the Manager, Course Planning in planning, delivering and reviewing the team's developmental and coaching needs to motivate staff to excel in their role
- ▶ Establishing and maintaining strong partnerships with Academic Divisions to ensure effective knowledge transfer of course information to the team
- ▶ Establishment and delivery of staff training and development initiatives, design of resources and maintenance of information sources to ensure the team are provided accurate and timely information
- ▶ Collaboration with other Coordinators and Team Leaders across Stop 1, to facilitate effective student referrals, cross-service opportunities and embed holistic course advising
- ▶ Leading recruitment and induction activities, and ensuring that rigorous quality assurance and coaching/training frameworks are in place to drive high quality service delivery
- ▶ Proactively planning, developing and implementing initiatives that enhance students' course and enrolment experiences.
- ▶ Build strategies and resources to equip staff with the tools, knowledge and capability for high quality course advising, through partnerships with Academic Divisions to ensure subject matter expertise is developed
- ▶ Embed clear performance expectations and a framework to provide regular feedback, document performance outcomes, ensuring high performance is nurtured and rewarded, and poor performance is immediately addressed
- ▶ Plot activities across the yearly enrolment cycle and proactively plan related activities, including targeted coaching and resourcing, reporting on trends and issues
- ▶ Identifying opportunities to enhance service integration, share knowledge and skills, review business practice and encourage innovation at a cross-team level
- ▶ Contribute to ongoing continuous improvement of processes, systems and services
- ▶ Leading a team of Course Planning Senior Student Advisers who provide timely and accurate support, and establish, set and review KPIs for the broader Course Planning team.

Selection Criteria:

Education/Qualifications

- ▶ The appointee will have Postgraduate qualifications with relevant management experience in a complex organisation with a focus on staff capability and learning, or an equivalent mix of education and relevant experience

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. Extensive experience in developing high quality learning materials or instructional resources, *or* a focus in training, coaching and/or mentoring roles directed towards developing staff excellence
3. Excellent interpersonal and communication skills, with demonstrated ability to motivate, persuade, negotiate and engage with staff and stakeholders to achieve successful outcomes
4. Demonstrated ability to build and maintain strong professional relationships with a diverse stakeholder group, and successfully manage critical dependencies with a range of service providers to enable seamless, responsive service
5. Demonstrated ability to provide leadership and direction to staff, including the capacity to successfully lead change and build cohesive teams dedicated to exceptional client service and continuous improvement
6. Demonstrated ability to create and maintain a positive workplace culture which inspires, supports and rewards staff, contributing significantly to the effective recruitment and retention of talented service professionals
7. High-level conceptual, analytical and problem-solving skills and a demonstrated capacity to exercise sound autonomous judgement, including the capacity to independently formulate, develop and implement new ideas
8. Demonstrated commitment to continuous improvement and innovation, and an ability to lead and adapt positively to constant change

DESIRABLE

- ▶ Experience in the higher education sector, particularly in student services

Other job-related information:

- ▶ This position may be required to travel to and work across campuses
- ▶ Annual leave must be taken at a time which accommodates the peak workflows of the business (January- March and July- August).
- ▶ Non-standard work hours may be required from time to time by negotiation
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