



POSITION DESCRIPTION

Faculty of Engineering and Information Technology

Academic Support Coordinator

POSITION NO	0034469
CLASSIFICATION	UOM 5
SALARY	\$75,011 - \$86,158 p.a.
SUPERANNUATION	Employer contribution of 10%
WORKING HOURS	Full-time
BASIS OF EMPLOYMENT	Fixed-term for 18 months <i>Applications for part-time or other flexible working arrangements will be welcomed and will be fully considered subject to meeting the inherent requirements of the position</i>
OTHER BENEFITS	https://about.unimelb.edu.au/careers/staff-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	Claire Grist Tel +61 3 8344 0187 Email claire.grist@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

Acknowledgement of Country

The University of Melbourne acknowledges the Traditional Owners of country throughout Australia. The University recognises the unique place held by Aboriginal and Torres Strait Islander peoples as the original custodians of country and their continued connection to the land, waterways, songlines and culture. The University respects all Aboriginal and Torres Strait Islander People and warmly embrace those students, staff, Elders and collaborators who identify as First Nations.

FEIT's Commitment to Diversity and Inclusion

The Faculty of Engineering and Information Technology (FEIT) is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in contributing to the success of FEIT. Women, Aboriginal and Torres Strait Islanders, the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply. Those seeking support in submitting an application are welcome to contact the Faculty HR team at feit-hr@unimelb.edu.au

Position Summary

Reporting to the Manager, Academic Programs, the Academic Support Coordinator (ASC) provides administrative support to academic staff in the various departments of the Faculty in relation to the Faculty's teaching programs. This role is one of 7 Academic Support Coordinators that provide support to the academic divisions within the Faculty.

This role is responsible for the provision of advice, guidance and administrative support to academic staff members with respect to all policies, protocols, timelines and systems related to teaching and course administration. The ASC provides administrative support for Departments in the day-to-day delivery of services and management of processes such as timetabling, handbook, subject and course changes, examinations, Board of Examiners meetings, results and academic board requirements.

The ASC will work in parallel with the Department Administrators to the Head of Departments to ensure that excellent and seamless service and accurate advice is provided to all Departmental staff. The ASC will be expected to provide support as required to cover the duties of other staff in the Academic Programs Team during periods of leave of absence.

1. Selection Criteria

1.1 ESSENTIAL

- ▶ A tertiary qualification or an advanced diploma with subsequent work experience or an equivalent combination of experience in a similar role in a tertiary environment;
- ▶ Demonstrated commitment to the delivery of excellent customer service;
- ▶ Excellent interpersonal skills, to enable effective liaison with a wide range of internal and external clients and stakeholders at a variety of levels;
- ▶ Excellent organisational skills and demonstrated ability to prioritise workloads and ensure the timely delivery of activities;
- ▶ Demonstrated initiative and ability to be proactive in maintaining systems and ensuring continuous improvement in service delivery;
- ▶ Ability to work collaboratively, positively and flexibly both in a team and independently in a busy environment with changing demands;
- ▶ A high level of computer literacy, with demonstrable experience in the Microsoft Office suite, including word processing, spreadsheets, email and internet applications.

1.2 DESIRABLE

- ▶ Administrative experience in tertiary educational administration;

2. Key Responsibilities

The ASC is expected to act as a coordinator in conjunction with the Course Coordinators (academic staff) and Academic Programs Manager. Overall responsibility for various academic program support areas may be allocated to a member of the ASC team.

2.1 ACADEMIC PROGRAM SUPPORT

- ▶ Coordinate the examination process for departments/schools within University guidelines. This includes advising academic staff on policy and timelines, organising the examination and supplementary examination timetable, and ensuring that examination papers are prepared and delivered to Examinations office on time;
- ▶ Ensure editing of information into the Faculty's handbook is carried out with a high attention to detail;
- ▶ Obtain and upload results by the nominated deadlines and organise departmental examiners meetings;
- ▶ Obtain timetable information from academic coordinators and ensure the timetable templates and student sets are completed with no timetable clashes. Coordinate and monitor class registrations, streamlining sessions for the most efficient timetable;
- ▶ Provide accurate and timely information and advice to staff and students within existing policy and procedures. Appropriately escalate issues where necessary and ensure appropriate follow up with clients;
- ▶ Act as Executive Officer to departmental academic services committees or working groups, as well as providing support to Faculty based curriculum or teaching and learning committees as required.

2.2 COURSE AND SUBJECT ADMINISTRATION

- ▶ Ensure all subject surveys are available within the appropriate teaching period for students to provide feedback;
- ▶ Assist academic staff with the Learning Management System (LMS) in relation to subject and teaching content;
- ▶ Maintain subject databases, including course codes and co-ordinators as a source of information in relation to Delegated Authority, Major and Minor changes;
- ▶ Contribute to the coordination of final year project paperwork with final year academic staff coordinators regarding completion of relevant documentation, liaison with academic staff, advertising final year project opportunities and allocating students to projects;
- ▶ Contribution to the coordination of assignment submission and student collection and the delivery of assignments to academic staff.

2.3 ADMINISTRATIVE SUPPORT

- ▶ Assist with coordinating discipline specific fieldtrips, camps and placements in conjunction with academic staff;
- ▶ Assist with coordinating department/discipline contribution to Open Day, postgraduate information nights/seminars and any other related activities;
- ▶ Liaise with the University's printing service if hard copies are required;
- ▶ Records maintenance and monitoring of loans;
- ▶ Under the direction of the Head of Department contribute to the organisation of tutors and external teaching staff, acting as a liaison point for recruitment, induction, room bookings and administrative support for teaching activities as outlined in the position description;
- ▶ Undertake projects and other duties as directed by the Academic Programs Manager
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 4.

2.4 OTHER JOB RELATED INFORMATION

- ▶ This position requires the incumbent to hold a current and valid Working with Children Check;
- ▶ Occasional work out of ordinary hours may be required;
- ▶ Leave may not be granted during certain, high-volume periods.

3. *Equal Opportunity, Diversity and Inclusion*

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 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.

All FEIT employees are required to behave in a manner that creates; supports and encourages an inclusive and safe work environment for all.

<https://diversity.eng.unimelb.edu.au/#home>

4. *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.

5. *Other Information*

5.1 FACULTY OF ENGINEERING AND INFORMATION TECHNOLOGY

The Faculty of Engineering and Information Technology (FEIT) has been the leading Australian provider of engineering and IT education and research for over 150 years. We are a multidisciplinary School organised into three key areas; Computing and Information Systems (CIS), Chemical and Biomedical Engineering (CBE) and Electrical, Mechanical and Infrastructure Engineering (EMI). MSE continues to attract top staff and students with a global reputation and has a commitment to knowledge for the betterment of society.

FEIT has never been better positioned as a global leader, anchored in the dynamic Asia Pacific region, creating and curating knowledge to address some of the world's biggest challenges. Through our students and our relationships with communities, we can not only respond to society's needs but anticipate and create engineering and IT solutions for the future.

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

<https://eng.unimelb.edu.au/about/join-mse>

Our ten-year strategy, MSE 2025, is our School's commitment to bring to life the University-wide strategy Advancing Melbourne and reinforce the University of Melbourne's position as one of the best in the world.

To achieve our ambitions, we will continue to build new infrastructure to enable our teaching, research and engagement; we continue to recruit outstanding people from around the world; and we continue to attract high-quality students from across the globe who are at the heart of our enterprise.

<https://eng.unimelb.edu.au/about/mse-2025>

5.2 THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a public-spirited institution that makes distinctive contributions to society in research, learning and teaching and engagement. It's consistently ranked among the leading universities in the world, with international rankings of world universities placing it as number 1 in Australia and number 32 in the world (Times Higher Education World University Rankings 2017-2018).

The University's 10-year strategy, *Advancing Melbourne* will enable the University to contribute to advancing the state and national interest and make vital contributions to Australia's standing on the world stage. We seek to be a leading force in advancing Australia as an ambitious, forward-thinking country while increasing its reputation and influence globally.

<https://about.unimelb.edu.au/strategy/advancing-melbourne>

Further information about working at The University of Melbourne is available at

<http://about.unimelb.edu.au/careers>