



POSITION DESCRIPTION

Melbourne Graduate School of Education

Team Leader, Student Experience

POSITION NO	0043035
CLASSIFICATION	UOM 7
SALARY	\$93,935 to \$101,684 p.a.
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Full-time (1.0 FTE)
BASIS OF EMPLOYMENT	Fixed Term from 19 August 2020 for 12 Months Parental Leave Replacement position
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 Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Gavin Godlieb Tel +61 3 9035 6326 Email gavin.godlieb@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

Located within the Melbourne Graduate School of Education (MGSE), the Team Leader, Student Experience manages a range of services for current students at MGSE. These services support MGSE students' achievement in their courses and enhance the overall experience of studying at MGSE.

The Team Leader will maintain a level of expertise and access to the university's student system and related systems to ensure a local level of expertise is maintained, working in line with the responsibilities assigned to colleagues in other operational roles in the University. The role is expected to lead the Student Experience function in the Graduate School displaying a high level of flexibility and versatility to successfully work with colleagues from across MGSE and the university as required.

The Team Leader reports to the Admissions & Student Experience Manager.

1. Key Responsibilities

- ▶ Responsible for managing the Graduate School's Student Experience activities. This includes
 - Oversee student experience events such as course inductions/orientation, graduation, student wellbeing, careers expo & other events as required
 - Oversee the peer mentoring program
 - Coordinate the student newsletter publication
 - Oversee support provided to place-based elective subjects
- ▶ Oversight of faculty level processes relating to student enrolment and manage the relationship with Stop 1 regarding services for current students. Manage student enrolment queries that need to be addressed within MGSE.
- ▶ Manage MGSE student participation in the Government-mandated literacy and numeracy test, including communication to students, monitoring of student achievement, reporting.
- ▶ Oversee the Academic Misconduct processes
- ▶ Oversee MGSE's support for student wellbeing
- ▶ Implement actions that resolve non-standard course and student administration matters, in consultation with University Services colleagues, to ensure a positive experience for staff and students
- ▶ Lead the development of process improvement initiatives that drive improvement in MGSE relating to student experience, engaging the University and MGSE colleagues as appropriate
- ▶ Provide reports and analyse data related to enrolments, subject offerings and timetable preparation
- ▶ Ensure that members of the Student Experience team provide effective support to students and colleagues across MGSE and the University as required.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ A degree and at least four years' experience in a tertiary education environment;
- ▶ Excellent planning and management skills with the ability to schedule work and set priorities to meet tight deadlines in a dynamic environment;
- ▶ Ability to design and manage services to meet the needs of students and the organisation
- ▶ Well advanced information technology skills, with a demonstrated ability to extract, analyse and present data for decision making
- ▶ Attention to detail and the ability to understand detailed process and follow through to implementation, while maintaining a focus on broad objectives
- ▶ Excellent communication and relationship building skills including the ability to interact effectively with academic and professional staff within MGSE and across the wider university.

2.2 DESIRABLE

- ▶ Experience in managing a small team
- ▶ A thorough understanding of policies and procedures that relate to the University's students and academic programs
- ▶ Knowledge of University systems including StudentOne.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Team Leader operates under the broad direction of their manager, working with a high degree of independence and will be responsible for prioritising and managing a varied workload. This will involve careful planning to ensure key deadlines are met.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Team Leader will be expected to perform a wide variety of tasks of varying complexity. She/he must demonstrate well developed problem solving skills, the ability to analyse and present data in a clear and relevant manner. The Team Leader must also demonstrate sound judgement and interpersonal skills when dealing with a variety of people across the MGSE and the University.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Team Leader is required to have a detailed knowledge of the MGSE structure, objectives, policies and procedures, a broad knowledge of these matters at the University level and a sound knowledge of the higher education sector in general.

The Team Leader must have a strong working knowledge of the University's corporate systems, relevant access and permissions in these systems, and a willingness to contribute to change.

3.4 RESOURCE MANAGEMENT

The Team Leader will manage a small team of staff and will be responsible for overseeing delivery of student experience activities and initiatives. The team leader will be required to run surveys and maintain data relating to student experience activities and provide reports which will be used for decision making purposes.

3.5 BREADTH OF THE POSITION

The position requires extensive interaction with staff at all levels in MGSE, across the University and with a broad range of external organisations.

4. *Special Requirements*

- ▶ Any offer of employment will be conditional upon receipt and maintenance of a valid Working with Children Check
- ▶ Some out of hours work 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>