



POSITION DESCRIPTION

Melbourne Graduate School of Education

Curriculum & Student Services Manager

POSITION NO	0041476
CLASSIFICATION	PSC 8
SALARY	\$99,199 – 107,370
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full time (1.0 FTE)
BASIS OF EMPLOYMENT	Continuing 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 Opportunities' or 'Jobs available to current staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Genevieve Jordan Tel +61 3 8344 1007 Email genevieve.jordan@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

Position Summary

The Curriculum and Student Services Manager is responsible for driving the strategic planning, delivery, and evaluation of the Graduate School's curriculum, admissions and student focused functions for higher degree coursework programs, in support of the Graduate School's Strategic Plan.

The C&SS Manager will be responsible for overseeing the delivery of cyclical procedures related to curriculum and admissions, ongoing improvement of local policies, procedures and processes, and reporting on their effectiveness.

The scope of the role includes MGSE's curriculum administration for coursework courses, subjects and related student administration matters, and selection activities for direct International and Domestic applications, as well as partnering with MGSE and University Services colleagues to ensure the smooth administration of offers. Admissions for higher degrees by research is out of scope.

The role is directly involved in the administration of curriculum matters, the assessment of applications, including the assessment of applications against course entry requirements, and liaising with academic Course Coordinators and Course Selection Committees to ensure timely and effective outcomes for MGSE's graduate coursework applicants.

The C&SS Manager supervises a small team, and reports to the Senior Manager, Academic Services & External Relations.

Effective working relationships with MGSE academic course coordinators, MGSE professional staff colleagues, and the University's Academic Services division are needed to ensure high quality and timely service delivery of end to end prospective student engagement.

1. Key Responsibilities

- ▶ Lead the MGSE Curriculum & Students team, ensuring the ongoing development and implementation of effective workflows, with the objective of continually improving efficiency as a measure of effectiveness
- ▶ Oversee graduate school-level course, subject and student administration matters, in line with the distribution of responsibilities of the Melbourne Operating Model, and ensuring the effective resolution of these matters
- ▶ Coordinate MGSE's Admissions activities, processes and workflows with colleagues in both MGSE and University Services, including via VTAC, and ensure the smooth integration with activities across MGSE, using the StudentOne student information system and other systems
- ▶ Coordinate the preparation of applicant data, particularly applicant responses from the Teacher Capability Assessment Tool, and ensure the timely and effective review by the relevant selection committees, and the actioning of outcomes
- ▶ Ensure the provision of high quality and timely information and service to current applicants, particularly from the point of application through to enrolment, ensuring the effective resolution of each matter
- ▶ Ensure the timely assessment of student applications against MGSE course entry selection criteria, and administer each application outcome accordingly, in compliance with policy, Principles of Selection and including the administration of any applicant deferrals
- ▶ Liaise directly with MGSE Course Coordinators on applications that do not clearly align with course 'clearly-in' or 'clearly-out' guidelines, and resolve accordingly
- ▶ Provide direction and oversight to the delivery of initiatives to enhance the student experience, including events, wellbeing support, student mobility and careers services
- ▶ Oversee and provide direction to effective management of scholarships awarded to MGSE students, including refinement of processes and reporting

- ▶ Develop and manage effective working relationships with academic course coordinators, and the University's Academic Services division to effectively coordinate robust and responsive curriculum and admissions processes for MGSE's graduate courses, including the accuracy of system settings that enable improved workflows
- ▶ Work closely with the MGSE colleagues to ensure MGSE curriculum and admissions workflows are fully integrated with marketing, student recruitment, enrolment and teaching activities, to provide an optimal end to end experience for prospective students as they engage with MGSE
- ▶ Other duties as may be required from time to time
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Section 6.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ A relevant degree or extensive experience in a relevant field; or an equivalent combination of relevant experience and/or education/training
- ▶ Demonstrated team leadership experience
- ▶ Demonstrated ability to plan effectively, taking interdependencies into account
- ▶ Demonstrated capacity for high quality verbal and written communication skills that consistently provide professional, accurate, and accessible information for diverse audiences, particularly prospective students, applicants, current students and MGSE course and subject coordinators
- ▶ Demonstrated experience in conceptual and analytical skills to develop efficient administrative workflows, taking into account cross-functional interdependencies and using data to inform decisions, procedures, and workflows
- ▶ Strong attention to detail, intermediate to advanced level Excel skills, and comfort with extracting/manipulating and analysing data
- ▶ High level interpersonal and negotiation skills to encourage cross-functional engagement
- ▶ Ability to quickly assimilate information from a range of systems such as student information systems, customer relationship management systems or databases to manage and use data effectively
- ▶ Ability to work flexibly and collaboratively as part of a high performing team

2.2 DESIRABLE

- ▶ Student Administration experience in a University context, particularly experience in Admissions
- ▶ Experience with the University's Student System and particularly the Admissions module

3. Special Requirements

Attendance at events and activities outside of normal office hours at other locations. Travel within Australia and limited overseas travel may also be required.

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The C&SS Manager directly supervises a team of staff who are critical to implementing cyclical processes that are core business for the Graduate School.

With a level of independence, this role will utilise guidelines to determine the outcomes of graduate student applications, in a time sensitive manner.

The C&SS Manager will engage frequently with academic staff (course coordinators and course selection committees in particular) to ensure curriculum matters and student application processes are administered in line with policy.

A high level of initiative and organisational skills are required to keep admissions process moving responsively. The ability to follow tasks through to completion is essential.

4.2 PROBLEM SOLVING AND JUDGEMENT

The C&SS Manager requires a high level of judgement in determining the outcome of graduate student applications, and matters related to student enrolment and progress. This role uses approved guidelines and liaises directly with the relevant academic staff to achieve timely outcomes.

MGSE receives a high number of applications each year. The C&SS Manager will develop compliant procedures and guide team members to consistently apply these in their daily work to manage competing priorities.

The effective administration of graduate school-level curriculum and progress matters requires considerable foresight and planning.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The C&SS Manager will be expected to build and sustain sound understanding of relevant policies and procedures to ensure rigorous curriculum administration processes, and for the delivery of timely application assessment processes, in a way that ensures MGSE's commitment to academic integrity; plus exceptional knowledge of the suite of MGSE courses, subjects and local admissions processes. Training will be provided.

4.4 RESOURCE MANAGEMENT

The incumbent will be required to manage a small team of professional staff, provide recommendations regarding budgets, manage allocated budgets and report on expenditure.

4.5 BREADTH OF THE POSITION

The C&SS Manager is responsible for facilitating curriculum administration and graduate student application outcome decisions, and the efficient administration of MGSE's admissions function and oversight of key initiatives to support students and enhance the student experience. Regular and timely liaison with MGSE applicants, academic and professional staff, and colleagues in the University's Academic Services division is critical to achieve this.

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.

The Melbourne Graduate School of Education (MGSE) is Australia's number 1 and among the world's finest for Education (QS World Rankings by Subject).

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. <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.

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>