THE UNIVERSITY OF MELBOURNE

Student and Scholarly Services
Chief Operating Officer Portfolio

Student Development Adviser

POSITION NUMBER	0042507
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 5 - $71,816 - $82,488 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
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	Suzy Owens Tel +61 3 9035 8327 Email sowens@unimelb.edu.au *Please do not send your application to this contact*

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

STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation and sits within the University's Chief Operating Officer (COO) Portfolio. This team also delivers wellbeing and scholarly services to students and staff.

Student Involvement and Advice

The Student Involvement and Advice (SIA) team sits within the Student and Scholarly Services portfolio. The SIA team works with students to build their responsibility, capability, and employability through a range of student-facing, leadership and engagement programs including group and one-to-one appointments, workshops and online delivery.

From outreach, first year programs which welcome and transition new students into the university learning and social environment, through to supporting and sustaining special cohorts such as Students At Risk, Student Development Advisers facilitate students to build their skills, extend their experiences, articulate their employability, and achieve their educational and career goals. As part of the Directorate of Student Success, Student Involvement and Advice is committed to a student-centred approach to student development that aligns with supporting students' capacity to succeed both in and out of the classroom.

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 Student Development Advisor delivers high-quality developmental advice to students that fosters student engagement, curricular and extra-curricular learning, and skills development. **The role provides services across the student lifecycle, with particular attention to large-scale, high-volume activities that support students at key stages including: transition in, students at risk of poor academic performance, under 18 international students, and students building leadership and employability skills.**

Reporting line: Suzy Owens, Team Leader
No. of direct reports: 0
No. of indirect reports: 1 to 5
Direct budget accountability: #

Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Significant
Judgement: Moderate
Operational context: 1
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:

- **Deliver proactive, high-quality advice and services to students that facilitate exploration of course and career options, including guidance on opportunities and strategies for engagement across the curriculum and co-curriculum, transition to tertiary learning, self-reflective learning, educational planning, goal setting and mature decision-making**
- **Deliver services and activities through a wide range of modes of delivery, including virtual, online, face-to-face and within a range of settings including individual, group and workshop**
- **Support students at all stages of the student lifecycle at the undergraduate and graduate level, with a focus on transition, first year students, students at risk of unsatisfactory progress, and student leadership and awards**
- **Actively participate in the planning, development, implementation and evaluation of programs that foster student engagement, learning and skills development**
- **Participate in cross-functional teams and demonstrate commitment to collaborative services and solutions in a positive and professional workplace environment that fosters innovation, teamwork, and continuous improvement**

Selection Criteria:

Education/Qualifications:

1. The appointee will have a minimum bachelor level degree with relevant experience or an equivalent combination of relevant experience and education/training per the current Enterprise Agreement classifications.
2. **The role requires a high degree of initiative and self-management, and requires the incumbent to thrive in a high performing, service focused and values-based environment.**

Knowledge and skills:

1. Demonstrate the University Services Values of the COO portfolio 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 as One Team, connecting with people and building relationships in your workplace.
2. A demonstrable understanding of the academic and personal issues facing students.
3. Experience of providing services in an excellent and responsive client-oriented environment
4. Excellent oral and written communication skills, with an ability to communicate to diverse students, stakeholder and client groups.
5. Demonstrated ability to work across and within teams and apply collaborative methodologies
6. Demonstrated advisory experience in a supportive setting that includes coaching, motivating and inspiring others.
7. Demonstrated high-level of computer literacy across a range of systems.
8. Proven ability to identify and analyze information to resolve complex problems.

9. Results-focussed with ability to apply adaptive reasoning, sound judgment and critical thinking, escalating issues as appropriate and identifying trends and issues for exceptional service delivery.

Other job related information:

- Occasional work out of ordinary hours