



THE UNIVERSITY OF  
MELBOURNE

## POSITION DESCRIPTION

Melbourne Dental School

Faculty of Medicine, Dentistry and Health Sciences

### Academic Programs Coordinator

Position No 0037822

Classification UOM 6

Salary \$87,007 - \$94,181 pa

Superannuation Employer contribution of 17%

WORKING HOURS Full-Time (1 FTE)

BASIS OF  
EMPLOYMENT Continuing

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 Cassandra Kearns  
For enquiries only Tel +61 3 9341 1507  
Email [Cassandra.kearns@unimelb.edu.au](mailto:Cassandra.kearns@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](http://about.unimelb.edu.au/careers)

## ***Position Summary***

The Academic Programs Coordinator is a member of the Academic Programs Team in the Melbourne Dental School. The team works collaboratively to deliver a range of administrative support functions to academic staff and students across the School. Under broad direction of the Senior Academic Programs Coordinator, the position coordinates end-to-end administration of all entry-to-practice coursework programs, coordinates the development and maintenance of the timetable and maintains relationships with key stakeholders. The position will provide executive support to the School Learning and Teaching Committee, providing sound policy and procedural advice on administrative matters.

This position works in coordination and alignment with Faculty Services, University Services and reports to the Senior Academic Programs Coordinator, Melbourne Dental School.

## ***1. Key Responsibilities***

### **1.1 ACADEMIC PROGRAM ADMINISTRATION**

Under the broad direction of the Senior Academic Programs Coordinator, undertake;

- Coordination of the entry-to-practice program administration for components of the student lifecycle: orientation, enrolments, timetabling, LMS support, assessment, results, progression, special examinations and completions.
- Administrative support for compliance including: clinical compliance, special consideration, Board of Examiners, academic progress and student misconduct and other issues providing timely and accurate advice to academics and ensuring compliance with University policy.
- Coordination of interviews for student selection
- Provision of advice to staff and students on student and program related policies and procedures and student administration processes and timelines.
- Administrative support for course proposals and changes, ensuring Faculty and University timelines are met.

### **1.2 PLANNING, COORDINATION AND SUPPORT**

- Work collaboratively with members of the Academic Programs team, promote a supportive work environment, and foster a commitment to teamwork.
- Provide executive support to School committees as required, including:
  - Teaching and Learning committee
  - Board of Examiner Committees.
- Co-ordinate School participation in student events, including the MDS Prize ceremony, Open Day and information sessions.
- Support the development of administrative processes by reviewing existing procedures and implementing new procedures where required.

### 1.3 CLIENT SERVICES

- Ensure the delivery of a client focused service that considers stakeholder needs in all processes in accordance with organisational expectations.
- Continually review and reflect on current service standards to maintain and develop new standards and processes.
- Resolve queries accurately and in a timely manner ensuring provision of quality and professional client service.

### 1.4 OTHER RESPONSIBILITIES

- Coordinate and/or assist with administrative support across the team's portfolio as required by the Senior Coordinator, Academic Programs.

### 1.5 RESPONSIBILITY AND COMPLIANCE

- Maintain a sound knowledge of current University Policy and Procedures, and reliably follow these or provide compliant advice to others;
- Ensure a thorough understanding of all contractual commitments and deliverables and the legal and regulatory frameworks referenced.
- Reliably follow communications protocols and/or policies as appropriate.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Section 5.
- Behavioural Expectations - All staff are expected to maintain the following behaviours:
  - I. Treat everyone equitably; act fairly with staff and demonstrate respect for diversity
  - II. Be an effective team player who is cooperative and gains the trust and support of staff, peers and clients through collaboration.

## 2. Selection Criteria

In order to be considered for interview by the Selection Panel, applicants must address the following Criteria in their application. Please visit the University website how to address [Essential Selection Criteria](#)

### 2.1 ESSENTIAL

- An undergraduate degree with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in an administrative role that required coordination of a range of complex functions and provision of advice about policies and procedures.
- High-level organisational and problem-solving skills, including the ability to coordinate multiple functions and meet competing deadlines; to work proactively, plan ahead and respond to unexpected situations.
- High level interpersonal, written and verbal communication skills including a strong customer service ethic, the ability to provide advice and support to a range of stakeholders at all levels, and the production of high quality documents and publications.

- Demonstrated ability to facilitate and manage working relationships with internal and external stakeholders
- A high level of initiative and drive with a demonstrated ability to provide input into business processes for continuous improvement
- Highly developed computer literacy, including advanced use of MS Office suite, particularly Word and excel, and experience with other applications such as Qualtrics and Zoom
- Ability to work independently on a diverse range of activities while remaining an active member of a larger team

## 2.2 DESIRABLE

- Knowledge of the University or other tertiary education environment.
- Proficient in the use of StudentOne or other key Student and Client management system.

## 2.3 SPECIAL REQUIREMENTS OF THIS POSITION

- This position requires the incumbent to hold a current and valid Working with Children Check
- There will be peak service delivery periods during which time leave is not likely to be approved.
- The incumbent is required to work flexible hours from time-to-time to meet the inherent requirements of this position, including on Open Day.

# 3. Job Complexity, Skills, Knowledge

## 3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Academic Programs Coordinator works under broad direction from the Senior Academic Programs Coordinator and is expected to work both independently and collaboratively with the team, and show initiative in the preparation of documentation and materials. The Academic Programs Coordinator is responsible for prioritising their own day to day work and for liaising effectively with key academic and school staff.

## 3.2 PROBLEM SOLVING AND JUDGEMENT

The role will interface with a range of University Services and will need to adapt School procedures to reflect changes in University strategy, policy or procedure. This may involve the interpretation of policy which has an impact beyond the immediate work area.

## 3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent is expected to demonstrate a well developed understanding of tertiary level academic administration, and to apply professional knowledge and skills to assess the best approach to a given task. A thorough knowledge of the structures and

processes of the School, as well as across the University will be required to be developed.

### 3.4 BREADTH OF THE POSITION

The Academic Programs Coordinator will have a wide range of administrative capability working with complex processes and systems. The position supports the activities of the Melbourne Dental School and will interact with the broader Faculty of Medicine, Dentistry and Health Sciences, as well as University, external bodies, and students, as required.

## 4. *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 Advancing Melbourne strategy that addresses 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 Advancing Melbourne.

## 5. *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.

## 6. *Other Information*

### 6.1 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>

## 6.2 ADVANCING MELBOURNE

The University's strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University's commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.

We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.

We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.

We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne's academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

## 6.3 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 <https://about.unimelb.edu.au/strategy/governance>