



POSITION DESCRIPTION

FACULTY OF BUSINESS AND ECONOMICS

Student Experience and Experiential Learning Professional Services Unit

Student Experience Coordinator

POSITION NO	0048413
CLASSIFICATION	UOM 6
SALARY	\$85,134 - \$92,154
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1.0 FTE)
BASIS OF EMPLOYMENT	Continuing
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	Karen Poh Tel +61 3 9035 4096 Email karen.poh@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

The Student Experience and Experiential Learning Team delivers a portfolio of work to ensure the Faculty's undergraduate and post-graduate students develop the skills, knowledge and experience they need to be professionally ready.

This is a project coordination role that delivers multiple initiatives that exist on and offline to drive employability outcomes for students and contribute to an inspired and positive student experience. The role is designed to assist in developing and executing programs that are highly visible, have a high impact and are of a high-quality that deliver on team and Faculty objectives. The Student Experience Coordinator will be responsible for the implementation and administration of both new and existing programs and will also work cross-functionally with the Communications, Partnerships and Experiential Learning teams on integrated program delivery.

1. Key Responsibilities

1.1 PROJECT AND PROGRAM COORDINATION

- ▶ Project manage and deliver online and offline programs that drive positive student experiences and employability outcomes.
- ▶ Work cross-functionally in collaboration with the broader Student Experience and Experiential Learning Team to deliver innovative programs.
- ▶ Coordinate projects and programs from end to end, ensuring delivery to meet deadlines and budgets.
- ▶ Drive highly visible, high quality and optimised programs.
- ▶ Use problem solving and trouble-shooting capability to foresee and address challenges relating to program delivery.
- ▶ Establish processes and procedures to coordinate the workflow of programs and ensure continuous improvement and review, for requirements to be met.
- ▶ Work with the Student Experience Manager to ensure that programs are effective, efficient, coordinated and equitable by using data, evaluation methods and critical thinking.
- ▶ Engage stakeholders and partner with teams within the wider Faculty and University to ensure work being delivered is distinct and value-adding for students.
- ▶ Build and maintain relationships with key suppliers of the Faculty to ensure we are maximising the return on investment.

1.2 COMMUNICATIONS AND COLLABORATION

- ▶ Support continued innovation of the Student Experience strategic plan through the contribution of insights, data and experience to shape the faculty's strategic direction across the student experience.
- ▶ Develop, maintain and share a knowledge of employability practices and trends to contribute to project improvements and evolution.
- ▶ Provide guidance and mentorship to junior staff in the team.
- ▶ Maintain and enhance one's professional knowledge and technical skills by keeping up to date with new developments in the Student Employability and Student Experience space.

- ▶ Collaborate and build strong working relationships with key internal stakeholders across University Services, Academic Divisions and Chancellery.

1.3 OTHER RESPONSIBILITIES

- ▶ Coordinate and/or assist with other appropriate projects as identified by the Student Experience Manager or Manager, Student Experience and Experiential Learning.
- ▶ Support and participate in relevant functions and programs delivered by the broader Student Experience and Experiential Learning Team.
- ▶ 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 degree with subsequent relevant experience, or extensive experience and specialist expertise or broad knowledge, or the equivalent combination of relevant experience and/or education/training.
- ▶ High level organisational skills, including the ability to coordinate multiple functions and meet competing deadlines; to work proactively, plan ahead and respond to unexpected situations.
- ▶ Strong interpersonal, written and verbal communication skills including the ability to provide advice and support to a range of stakeholders at all levels.
- ▶ Ability to work cooperatively within a team and to take initiative to lead projects when appropriate, as well as the proven ability to work autonomously with independence when required.
- ▶ Project management experience inclusive of supplier negotiation, budget management, collaborating with project teams and reporting and analysis.
- ▶ Experience in planning and implementing creative programs and solutions that incorporate digital technologies and a range of online platforms and delivery formats.
- ▶ Demonstrated problem solving skills with the ability to deliver creative solutions.
- ▶ High level of technical competence in the Microsoft Office suite, productivity tools and virtual event platforms and programs.

2.2 DESIRABLE

- ▶ Experience running programs that integrate on and offline experiences.
- ▶ Experience or qualifications in project management methodologies.
- ▶ Proficiency in Adobe Creative Cloud for basic video editing and desktop publishing

2.3 OTHER JOB-RELATED INFORMATION

- ▶ Work outside of normal business hours is required from time to time for specific functions.
- ▶ The appointee will be required to gain a valid Working with Children Check.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Student Experience Coordinator works under the broad direction of the Student Experience Manager and may at times support the Manager, Student Experience and Experiential Learning on special projects. The incumbent will be able to work autonomously to delivery projects and understand when to escalate matters to senior staff members.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Student Experience Coordinator is expected to independently use judgement and initiative to make decisions relating existing policy and frameworks to work assignments and projects. The incumbent will use their problem solving and sound judgement skills to foresee and address challenges relating to their programs and to escalate any major issues to the Student Experience Manager.

The incumbent will have the discretion to innovate within their own function and take responsibility for outcomes relating to their assigned programs.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent is expected to perform work assignments guided by policy, precedent, professional standards and technical expertise. The incumbent would have the latitude to develop or redefine procedure and interpret policy so long as other work areas are not affected.

3.4 RESOURCE MANAGEMENT

The incumbent is required to liaise with members of their team, the wider Faculty and stakeholder teams within the University to deliver on program objectives. The incumbent will manage suppliers and casual staff as required.

3.5 BREADTH OF THE POSITION

The incumbent will have a depth or breadth of expertise developed through extensive relevant experience and application to support the implementation and continuous improvement of Student Experience Programs with minimal direction. They will also use their stakeholder engagement capability to engage teams within the wider Faculty and the University and to internally promote their projects.

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 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.

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:

<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.

6. Other Information

6.1 ORGANISATION UNIT

fbe.unimelb.edu.au

6.2 BUDGET DIVISION

The Faculty of Business and Economics at the University of Melbourne has been preparing students for exciting and challenging careers in industry since 1924. We have developed an outstanding reputation, locally and internationally, for the quality of our teaching and research. The Faculty has an active board of business leaders, government representatives and community leaders who contribute to the implementation of our vision.

Further information about joining the Faculty is available here

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

Organisational Structure

The Faculty is home to Melbourne Business School (MBS) and to six teaching and research departments:

Accounting

Business Administration

Economics
Finance
Management and Marketing
Melbourne Institute of Applied Economic and Social Research
Melbourne School of Professional and Continuing Education

The Faculty has the following student and academic support centres:

Academic Support Office
Student Experience and Experiential Learning
Research Development Unit
The Williams Centre for Learning Advancement

The Faculty is supported by the following Professional Services Units:

Finance
Human Resources (including OHS)
Marketing and Communications
Service Level and Facilities Management
Quality Office

The Faculty also hosts two University-wide initiatives:

- ▶ The Melbourne School of Professional and Continuing Education (MSPACE) which provides support to all Academic Divisions for their existing professional, continuing and executive education programs, and operates with a specific whole-of-institution mandate to significantly expand the University's professional, continuing and executive education offerings.
- ▶ The Melbourne Entrepreneurial Centre (MEC) which brings together a number of programs to focus a range of activities aimed at developing an entrepreneurial culture at the University of Melbourne.

Our Programs

There are about 11,000 students enrolled in undergraduate and graduate degrees within the Faculty.

The Bachelor of Commerce is one of the most sought-after business courses in Australia. From 1 May 2013 all graduate programs in business and economics are offered through Melbourne Business School. Melbourne Business School offers a full suite of professional masters programs for those with little work experience right through to the MBA suite. It is also the home of leading research masters degrees and the PhD.

Our Graduates

Since the Faculty was established it has produced over 53,000 graduates. Many of our alumni now occupy senior positions in business, government and academia, in Australia and around the world.

Further information about the Faculty is available at www.fbe.unimelb.edu.au.

6.3 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>

6.4 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.

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