

HEP Level 6

POSITION NUMBER	954099
ORGANISATIONAL UNIT	Student Advisory & HQ
POSITION REPORTS TO	Manager, Course Advice
OVERALL PURPOSE	The overall purpose of the Course & Unit Advisor is to apply a broad range of knowledge and expertise across an academic College's coursework program to provide support to students and Academic Course Chairs and Academic Unit Conveners. The Course and Unit Advisor is required to be the first point of contact for current students needing advice related to course and unit queries and to develop and implement new procedures consistent with VU and Australian Qualifications Framework (AQF) guidelines.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position works closely with:</p> <ul style="list-style-type: none"> ◆ Student Services, VUHQ & Contact Centre ◆ Course Chairs ◆ Unit Conveners & other Academic staff ◆ Other College professional staff ◆ Student Administration teams including Admissions, Pathways & Credit, Enrolments, International, Exams, Results & Awards ◆ Other Colleges and Departments as required
LOCATION/CAMPUS	Course and Unit Advisor roles work across 3 campuses: Footscray Park, City Tower and St Albans. Staff will be expected to work across these campuses, however the position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations. Staff will need to have the flexibility to work from other campus locations during peak service times and for critical projects.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

ORGANISATIONAL UNIT

The Student Services and Administration portfolio has responsibility for domestic and international students, studying vocational or higher education at VU. It supports end-to-end student lifecycle operations and student business system configuration and oversight across VU. This collaborative and integrated service works together with the University's Colleges and other stakeholders to support students across the student lifecycle. The portfolio includes:

- ◆ Student Advisory & HQ
- ◆ Admissions, Enrolments & Graduation
- ◆ TAFE, Student Financials & Scholarships
- ◆ Student Systems, Scheduling & Government Reporting
- ◆ Student Equity, Safety & Wellbeing
- ◆ Student Life
- ◆ Learning Hubs
- ◆ Student Communications & Service Excellence

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Work with Student Services and College staff to support students and Academic staff with matters related to course and unit advice.
- ◆ Provide a student advisory service in line with the Student Services Customer Service Framework and in keeping with Student Services current policies and standards for service delivery.
- ◆ Provide timely high-level advice to current students on academic course and unit related queries.
- ◆ Facilitate advanced standing and meet with students to validate course structure.
- ◆ Liaise between the College, Student Administration and Student Services on any matters relating to a student's enrolment as required.
- ◆ Develop and maintain high quality and accurate course delivery plans.
- ◆ Review Coursework policies, documentation, procedures and systems and make recommendations with a view to continuous quality improvement of service provision.
- ◆ Conduct all service provision to students using the centralised CRM system (Oracle Service Cloud).
- ◆ Share VU commitment to Equity & Diversity and VU values and behaviours and display these in the way the incumbent goes about their work.

TYPICAL/MAJOR CHALLENGES

- ◆ Display initiative and exercise judgement in the provision of administrative services to support the achievement of University and College goals.
- ◆ Apply judgement, initiative, independence and problem solving skills when resolving issues and providing advice related to course and unit administration.
- ◆ Contribute to identifying and implementing improvements in Course and Unit policies, procedures and practice.
- ◆ Work collaboratively with others to ensure consistency of advice and solutions.

LEVEL OF SUPERVISION

- ◆ Operates under the direction of the Manager, Course Advice.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Knowledge and understanding of higher education course structures and unit components.
- ◆ Aptitude or ability to work with University systems, including StudentOne, Oracle Service Cloud and CAMS.
- ◆ Knowledge and experience of MS Suite, including Word, PowerPoint and Excel.
- ◆ Awareness of quality assurance policies and procedures.

KEY SELECTION CRITERIA

Essential

- ◆ Knowledge or training equivalent to a degree with subsequent relevant experience, or extensive experience and specialist expertise or broad knowledge in technical or administrative fields, or an equivalent combination of relevant experience and/or education/training.
- ◆ Demonstrated high level of analytical and problem solving skills as it applies to understanding and interpreting policy and course frameworks.
- ◆ Excellent communication, interpersonal and customer service skills with an ability to relate to both students and academic/professional staff of a variety of educational and cultural backgrounds and a variety of work experiences.
- ◆ Highly developed technical skills including MS Suite, StudentOne, RightNow CRM together with the skill base to quickly gain a working knowledge of any University based systems.
- ◆ Demonstrated ability to work independently under broad supervision, and/or as part of a team to build positive working relationships with stakeholders from across the University.
- ◆ Demonstrated ability to organise and prioritise workload in a busy/demanding environment and complete work tasks within tight timeframes.
- ◆ Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.

