

# Integrity Advisor

## HEP Level 7

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| <b>POSITION NUMBER</b>                          | 911358                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>ORGANISATIONAL UNIT</b>                      | Integrity Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>POSITION REPORTS TO</b>                      | Senior Manager, Student Complaints and Integrity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>OVERALL PURPOSE</b>                          | <p>The overall purpose of the position is to provide advice and guidance to the University community to enable the fair and timely resolution of student complaints and misconduct matters. The incumbent will be required to utilise appropriate techniques to resolve matters, with an overall objective of resolving issues at the lowest appropriate level.</p> <p>The role will be responsible for the case management of student complaints and allegations of general student misconduct and academic misconduct. It will require direct engagement with students and will liaise directly with key stakeholders across the University. The role will also be responsible for developing resources for the University community in relation to the resolution of student complaints and management of student misconduct matters.</p> |
| <b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b> | <p><b>Within the University the position:</b></p> <ul style="list-style-type: none"> <li>◆ Works collaboratively with staff within the Integrity Office and with Safer Community.</li> <li>◆ Works closely with staff from Colleges, Student Services and Administration, Academic Quality and Standards, Legal Services and Governance.</li> </ul> <p><b>Outside the University the position liaises with:</b></p> <ul style="list-style-type: none"> <li>◆ External bodies who have requested information about the University's student complaints and misconduct processes.</li> </ul>                                                                                                                                                                                                                                                   |
| <b>LOCATION/CAMPUS</b>                          | The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

### 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.

People and Culture use only

**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 and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 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.

### Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

### Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

## ORGANISATIONAL UNIT

The DVC Finance Portfolio is responsible for the provision of high-quality advice and programs to support VU in achieving its strategic objectives. The portfolio includes Finance, Procurement, Business Intelligence, Risk & Assurance, Infrastructure and Major Capital Works. The Complaints & Investigations function triages complaints, ensures matters are appropriately closed out and provides reporting. It has functional responsibilities for Academic Integrity, Student Misconduct, Student Complaints, and General Misconduct, as well as triage and reporting on People and Culture and Appeals.

## MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Interpret and apply complex policy and procedures in relation to the management of complaints and allegations of misconduct
- ◆ Provide high-level impartial advice and assistance to staff and students to facilitate the resolution of student complaints/misconduct ensuring principles of procedural fairness are adhered to at all times.
- ◆ Case management of complaints and allegations of misconduct. This includes responsibility for preliminary investigations, such as collecting and interpreting evidence, interviewing staff and students, preparing statements, drafting correspondence and reports, recommending outcomes for resolution, maintaining up-to-date records and files in each matter.
- ◆ Be the main point of contact for key decision makers, liaising with operational colleagues and ensuring

that students are kept fully informed of the progress of their complaint/conduct matter at all times.

- ◆ Contribute to the review and the continuous improvement of policies, procedures, processes and initiatives relating to student complaints and conduct matters.
- ◆ Contribute to identifying specific or broader organisational student complaint and/or misconduct issues which may warrant immediate resolution and /or opportunity for continuous improvement to minimise or prevent complaints/misconduct arising.
- ◆ Conduct data analysis and prepare reports to support compliance activities on student general and academic misconduct matters and student complaint matters.
- ◆ Develop of resources and training for the University community including colleges, student services and students in relation to student complaints and misconduct matters.
- ◆ Other duties as requested by the Senior Manager, Student Complaints and Integrity

## **TYPICAL/MAJOR CHALLENGES**

- ◆ Providing advice and assistance to staff and students to facilitate the resolution of student complaints and misconduct.
- ◆ Ability to work independently and prioritise work demands to respond to ongoing and urgent student matters.
- ◆ Significant judgement in the assessment of student matters, provision of accurate information to students and staff, referral to other services and in the application of advisory and negotiation skills to resolve student complaint and conduct matters.

## **LEVEL OF SUPERVISION**

- ◆ Operates under broad direction from the Senior Manager, Student Complaints and Integrity and may be required to manage other administrative, technical and/or professional staff.

## **PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

- ◆ Knowledge in handling student complaints and conduct matters, including application of investigative skills, dealing with conflict and dispute resolution techniques.
- ◆ Knowledge of University regulations, policies and procedures and interpreting these to resolve student complaint and conduct matters.
- ◆ Experience in maintaining highly collaborative working relationships with key internal and external stakeholders to resolve student complaint and conduct matters.
- ◆ Advanced competence in analysing, developing and writing reports and correspondence with excellent attention to detail.
- ◆ Integrity and commitment including the ability to deal with issues with sensitively and confidentiality.

## KEY SELECTION CRITERIA

### Essential

1. Knowledge or training equivalent to a degree with 4 years subsequent relevant experience or extensive experience and management expertise, or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated advanced case management skills including proven ability to work in a high volume administrative environment requiring the coordination of responses to individual matters, including triaging and assessing matters, tracking or following up on matters, responding to urgent matters and maintaining electronic records.
3. Demonstrated experience in assisting key decision makers to investigate and resolve complaints and/or conduct matters.
4. Proven expertise in the provision of policy interpretation and procedural advice, including application of principles of procedural fairness.
5. Demonstrated competence in conceptual and analytical ability applied in complaint and/or conduct management context.
6. Proven ability to operate as an effective team member, by collaborating and consulting appropriately in a diverse environment, with a solutions-focused approach to dealing with conflict.
7. Excellent interpersonal, communication and negotiation skills including the ability to liaise and build highly collaborative relationships with a variety of stakeholders to maximise service delivery and matter resolution.
8. Must hold a current working with children check or be prepared to secure a working with children check on appointment.

### Desirable

1. Experience working in a complex complaint, conduct and/dispute resolution setting in the tertiary education sector and/or public service would be highly regarded.
2. Previous experience and knowledge of quality assurance policies and procedures and other relevant legislative and policy requirements applicable within the tertiary education sector.
3. Experience using a student management system, customer relationship management system and/or similar case record data base.
4. Experience with regulatory bodies such as TEQSA or the National Student Ombudsman, or working within dual sector institutions, is highly regarded.

# Organisational Chart

