PROFESSIONAL STAFF
POSITION DESCRIPTION

VICTORIA UNIVERSITY

Senior Officer Graduate Research

HEP Level 6

POSITION NUMBER	914176
ORGANISATIONAL UNIT	Graduate Research School
POSITION REPORTS TO	Senior Manager, Graduate Research Candidature
OVERALL PURPOSE	The Senior Officer Graduate Research coordinates and administers complex graduate research candidature processes and provides support to graduate researchers, supervisors, research institutes and university stakeholders throughout the candidature lifecycle. The position supports policy implementation, compliance, reporting, process improvement and the delivery of an exceptional graduate research experience. The position works collaboratively with the Senior Manager, Graduate Research Candidature to coordinate candidature progression, monitor service outcomes and support the effective administration of graduate research candidature.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	**Within the University the position:** ◆ works closely with higher degree by research students and candidates, Teams within the Graduate Research School, Research Services, VU Researchers and Research Institutes **Outside the University the position liaises with:** ◆ candidature milestone panel members, thesis examiners and other universities
LOCATION/CAMPUS	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.

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.

People and Culture use only

Date Updated	14/10/2026	Date Classified	17/09/2020

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 110 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.

The University is a Child Safe organisation. The incumbent in this role will be required to hold a current Working with Children Check (WWCC).

ORGANISATIONAL UNIT

VU Research was established in 2017 and has the mandate to oversee a university-wide approach for enhancing the quality and impact of research and research training at VU. The organisational objective for VU Research is to achieve high quality, innovative applied and translational research that results in healthier, smarter and sustainable communities in the west of Melbourne and beyond, connecting deeply with industry and the community and, in turn, enhancing the quality of teaching and learning and its scholarship.

MAJOR TASKS AND ACCOUNTABILITIES

- Coordinate and administer graduate research candidature milestone processes, ensuring candidates meet academic, administrative and regulatory requirements throughout the candidature lifecycle.
- Monitor candidature progression and provide advice to candidates, supervisors, research institutes and senior stakeholders on candidature status, milestone outcomes and academic progress matters.
- Develop and maintain productive stakeholder relationships across the University to facilitate information sharing, resolve complex candidature matters and support effective graduate research administration and service delivery.
- Maintain the accuracy and integrity of candidature data and contribute to the development of reports, analysis and insights that inform operational planning, compliance and evidence-based decision-making.
- Support compliance, governance and quality assurance activities associated with graduate research enrolments, candidature and progression processes.

- Contributes to process improvement initiatives and supports the implementation of operational projects
- Review and update graduate research webpages and related documentation, ensuring information remains accurate, current and accessible for candidates, supervisors and stakeholders

TYPICAL/MAJOR CHALLENGES

- Apply sound judgement, initiative and analytical problem-solving to resolve complex candidature matters and deliver accurate, policy-aligned graduate research services that support operational objectives, policy requirements and service standards
- Manage competing priorities and determine appropriate courses of action, escalating complex, high-risk or sensitive matters to more senior staff where required.
- Operate with a high degree of autonomy and accountability in areas of responsibility, while contributing to collaborative decision-making and service delivery outcomes.

LEVEL OF SUPERVISION

- Operates under general direction from Senior Manager, Graduate Research Candidature and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- Demonstrated knowledge of graduate research policies, governance and relevant higher education regulatory, quality assurance, privacy, records management and compliance requirements.
- Well-developed understanding of university operations and the ability to establish effective working relationships with academic and professional stakeholders.
- Demonstrated proficiency in Microsoft 365 applications and experience using enterprise systems to support graduate research administration, reporting and service delivery.
- Ability to utilise databases and digital systems to maintain data integrity, manage records and support evidence-based decision making.

KEY SELECTION CRITERIA

Essential

1. Knowledge or Training Equivalent to: Completion of 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.
2. A current E (Employee) Working with Children Check.
3. Demonstrated organisational, coordination and time management skills, with the ability to manage multiple priorities, accuracy and deliver high-quality outcomes within established timeframes.
4. Demonstrated ability to apply initiative, sound judgement and problem-solving skills to interpret policies, resolve complex issues and make informed decisions within established frameworks.
5. Proven ability to manage competing priorities in a complex environment, balancing operational demands while maintaining accuracy, quality and customer service standards.
6. Highly developed interpersonal, verbal and written communication skills, including the ability to provide accurate advice, manage sensitive and confidential matters, and build effective

relationships with a diverse range of internal and external stakeholders.

8. Demonstrated capability to work cooperatively and effectively as part of a team, with the capacity to working dependently with minimal supervision and meet the position objectives.
9. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.
10. Demonstrated proficiency in Microsoft 365 applications and experience using databases, enterprise systems and digital platforms to manage information, maintain data integrity, and support effective service delivery. Proven ability to quickly learn and apply new technologies and systems

Desirable

1. Understanding of and willingness to comply with quality assurance policies and procedures and other relevant legislative and policy requirements applicable to the University.