

Position Title:	Divisional Manager, Student Representation
Division:	Student Representation
Employment Status:	Full Time, Ongoing
Classification Level:	Professional Level 10
Reports to:	CEO
Reported to by:	Student Representation Coordinator; Student Representation Officers; Volunteering Manager; Coordinator, Clubs & Societies, Governance and Reporting Project Lead.
Incumbent:	New Position (Vacant)
Date Effective:	April 2026

The University of Melbourne Student Union (UMSU)

The University of Melbourne Student Union Inc (UMSU) is a dynamic, for-purpose incorporated association, serving as the representative body for all students at the University of Melbourne. Structured around student control of student affairs, UMSU is governed by an elected Students' Council and twelve committees, chosen by and from the student body.

Located in the heart of the University of Melbourne's award-winning student precinct, UMSU is a vibrant, creative, and diverse social justice organization committed to representing and supporting University of Melbourne students. Our offerings include an arts and culture program for emerging student artists in a state-of-the-art theatre, a professional art gallery, and the iconic Rowden White Library. We host events co-designed by students supported by professional staff, and publish multiple student-led publications, including Farrago. Beyond that, UMSU runs a food relief program, oversees volunteer programs, and supports over 200 affiliated student clubs.

Our commitment extends beyond engagement to essential support services, including a food relief program, volunteer opportunities, and a free legal and advocacy service for students. Each of our dedicated student departments, committees, and collectives play a pivotal role in shaping the university experience.

UMSU's overarching goal is to enhance student life at the University of Melbourne. We achieve this by elevating and representing student voices through purposeful engagement and advocacy, offering exceptional programs, services, and opportunities that promote inclusivity and accessibility.

UMSU staff are organised within four Divisions:

- Advocacy & Legal
- Arts & Culture
- Office of the CEO
- Student Representation

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The UMSU Constitution establishes that UMSU will:

1. Advance the welfare and interests of students.
2. Represent students of the University within the university and to the community.
3. Provide amenities and services, principally for students and other members of the university community, and incidentally to the public.
4. Provide an independent framework for student social and political activity.
5. Develop, maintain and support student clubs, societies and associational life generally.
6. Promote and defend the rights of students to education on the basis of equality, without regard to race, colour, sex, sexuality, gender identity, age, physical disability, mental illness, economic circumstances, political religious or ideological conviction, or national or social origin.
7. Oppose violence and/or hatred through militarism, nationalism, or discrimination on the basis of race, colour, sex, sexuality, gender identity, age, physical disability, mental illness, economic circumstances, religion, or national or social origin.
8. Provide a democratic and transparent forum in which students' affairs and interests can be governed in an effective and accountable manner.
9. To promote free and accessible government-funded education.

To support these objectives UMSU staff observe the following values:

- Student Led and Focused
- Inclusive and Connected
- Effective and Engaged
- Accountable, Transparent and Responsive

Divisional Overview

The Student Representation division enhances student leadership and representation through support and resourcing of UMSU's elected representatives, clubs, societies, and volunteer programs. The staff in the division support the operational, governance and campaign functions of UMSU's elected student representatives, departments and committees, as well as the good governance of Students' Council. The division assists with collaboration with other UMSU staff divisions to maximise the positive impact of student participation.

Position Summary:

The focus of this position is to provide strategic leadership of Student Representation at UMSU, including expert advice regarding UMSU's operational, governance, campaign and compliance obligations, fostering positive workplace relations between elected student representatives and staff at UMSU, and supporting and coordinating student representative driven campaigns.

Additionally, the Divisional Manager, Student Representation ensures that advice, research, and data from UMSU's student-facing services are provided to student representatives to provide an evidence base for campaigns and advocacy with the University. The role is also responsible for ensuring that student representatives on university governance bodies share information with the Advocacy & Legal division to enhance UMSU's systemic advocacy functions. The role provides guidance, direction and supervision to the Student Representation Coordinator to enable them to provide timely and effective operational and administrative support to elected student representatives at UMSU.

UMSU provides student-facing services, venues and events on campus. UMSU staff employment conditions are covered by the University of Melbourne Student Union Agreement 2023-2025.

Key Accountabilities

- Work with the management team and CEO to support the development and implementation of UMSU's Impact and Outcomes Strategy 2026-2028;
- Oversee the development of new ways of working both within the division and the interaction between staff and student representatives across the organisation to amplify UMSU's impact and enhance the leadership experience of student representatives.

Leadership of Student Representation, Volunteering and Clubs & Societies teams

With support and guidance of the CEO, the Divisional Manager, Student Representation is responsible for:

- Acting as the primary contact for the Student Representation, Volunteering and Clubs & Societies teams in response to external enquiries regarding day-to-day operation and campaigns.
- Providing leadership and support to the Student Representation Coordinator by maintaining motivation and productivity within the area and facilitating a positive work environment and culture.
- Fostering positive relationships within the Student Representation, Volunteering and Clubs & Societies teams ensuring the efficient and effective delivery of support to student representatives, volunteers and clubs.
- Leading and supporting staff in the area to enable them to undertake their work in accordance with organisational and program priorities, policy and procedures.

Governance and Compliance Advice

Support and guide staff in the area to:

- Provide timely advice, mentoring and support to the elected student representatives on interpretation of the UMSU Constitution, Regulations and other legislative governance obligations.
- Provide timely information to the CEO, President and General Secretary on potential/emerging risks and issues or matters of concern arising in student representation or governance, including proactively take steps to resolve matters appropriately.
- Work with Clubs and Societies and Volunteering managers to ensure timely and accurate advice on governance and compliance is provided to Clubs and Societies and key stakeholders across the university community.

Relationship Management

- Support and encourage collaborative relationships between Student Representation, Volunteering and Clubs & Societies.
- Ensure that student representatives and have access to communication channels and regular meetings with Clubs and Societies and volunteer program directors to help inform best practice.
- Assume responsibility for ensuring service evaluations and assessments are undertaken in conjunction with current policy and process.
- Provide expert advice and support to the Student Representation, Volunteering and Clubs & Societies teams on workplace relations matters such as:
 - the early resolution of interpersonal conflicts,
 - creating sustainable work practices among staff, student representatives and volunteers.

Student Engagement

- Manage and monitor the provision of student based services to student representative departments, ensuring current best practice is applied to achieve high level of student engagement.
- Actively engage with Student Representatives to better understand and improve the student experience.
- Lead the evaluation and review of Clubs and Societies and Volunteering departments and provide feedback to key stakeholders whilst also proposing opportunities for improving student engagement.
- Build strategies to improve and promote communication between Student Representatives and UMSU staff.
- Capture and analyse qualitative student experience data in order to implement and develop strategies for improvement.
- Ensure and promote strong collaborative relationships between Student Representatives and UMSU Staff.
- Build and maintain pipelines for student engagement which identify and promote training and development opportunities.

Student-Driven Campaign Development and Leadership

- In collaboration with the Advocacy Service, support the development and implementation of effective campaign activities driven by the student representative departments, including strategy development and implementation, resourcing elected student representative members to take action on key issues affecting their constituents.
- Provide general direction to the Student Representation, Volunteering and Clubs & Societies teams to support and guide the delivery of projects which further enhance the effectiveness of Student Representatives and the efficiency of Student Departments.
- Act as the key liaison for the Student Representation, volunteering and Clubs & Societies teams at UMSU and student representative functions at other institutions to support the empowerment and effectiveness of Student Office Bearers.

Level of Supervision and Typical Activities

Under the broad direction of the CEO, the incumbent will be self-directed, with a high overall degree of autonomy, exercising initiative and excellent judgement within a complex environment. The incumbent is responsible for the day-to-day supervision of staff in the area and will have substantial management responsibility for diverse activities, including:

- managing a large functional unit with a diverse or complex set of functions and significant resources; or
- a more complex function or unit where significant innovation, initiative and/or judgment are required; or
- a combination of both.

Task level

Complex, significant and high-level creative planning, program and managerial functions with clear accountability for program performance. Comprehensive knowledge of related programs. Generate and use a high level of theoretical and applied knowledge.

Organisational knowledge

Bring a multi-perspective understanding to the development, carriage, marketing and implementation of new policies; devise new ways of adapting the organisation's strategies to new, including externally generated, demands.

Judgment, independence and problem solving

Be fully responsible for the achievement of significant organisational objectives and programs. Typical activities

Health & Safety and Environmental Responsibilities of Staff

personnel who may be affected by their conduct. OHS responsibilities applicable to positions are published at: OHS Roles and Responsibilities. Flexibility to work remotely must be negotiated with a line manager, who will consider any legislative requirements, safety, the organisation's objectives, ways of working, impacts on other staff and student representatives, and the inherent requirements of the role.

All staff are required to understand and comply with the organisation's policies and procedures, including, but not limited to: the Acceptable Conduct Policy, Child Safety Policy, Occupational Health and Safety Policy, Privacy Policy, Financial Regulations, Social Media Publishing Policy, Publishing Regulations, and University of Melbourne's Provision and Acceptable Use of IT Policy..

SELECTION CRITERIA

Essential Skills and Qualifications:

- A relevant postgraduate qualification or legal qualifications and/or extensive experience in tertiary advocacy or trade union settings combined with relevant tertiary qualifications.
- Demonstrated experience in the supervision of staff and a demonstrated ability to manage staff in a complex environment.
- A demonstrated ability to plan, schedule and deliver a range of high-quality outcomes with often competing priorities, within tight timelines, relevant to working in a team environment.
- Demonstrated skills in conflict resolution and negotiation, and effective verbal, interpersonal and written communication skills.
- Demonstrated research skills with particular reference to the evaluation, development and implementation of effective campaigns.
- Knowledge of current education issues including government policy, an appreciation and understanding of the issues of concern to, and needs of, students, and a commitment to the principles of student unionism.
- A valid employee Working with Children Check.

Desirable Skills and Qualifications:

- Experience in working in a higher education environment.
- Experience in working in student organisations or Trade Unions.
- Significant experience in alternative dispute resolution.
- Excellent sense of humour.

UMSU is a child safe organisation, located on Wurundjeri country. We value diversity, embrace difference, and nurture a connected, safe, and respectful community. UMSU is a member of the Australian Network for Disability. We are committed to creating and maintaining a diverse, inclusive, and safe work environment.

First Nations' people, people of all ages, across all gender spectrums, people with disabilities and culturally and linguistically diverse people are strongly encouraged to apply.

We acknowledge the Traditional Owners of the lands on which we work, and that sovereignty has never been ceded. It always was, and always will be, Aboriginal land.

I have read, understood and agree to comply with the position description.

Signed: _____
(Incumbent)

Date: _____

Signed: _____
(Supervisor)

Date: _____