## POSITION DESCRIPTION

Faculty of Medicine, Dentistry and Health Sciences  
Melbourne Medical School  
Department of Surgery  
Mobile Learning Unit

### Customer Experience Manager

<table>
<thead>
<tr>
<th>POSITION NO</th>
<th>0032609</th>
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<tbody>
<tr>
<td>CLASSIFICATION</td>
<td>UoM 8</td>
</tr>
<tr>
<td>SALARY</td>
<td>$115,137 - $124,622</td>
</tr>
<tr>
<td>SUPERANNUATION</td>
<td>Employer contribution of 17%</td>
</tr>
<tr>
<td>WORKING HOURS</td>
<td>Full Time (1.0 FTE)</td>
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<tr>
<td>BASIS OF EMPLOYMENT</td>
<td>Fixed-term: 24 months</td>
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</tbody>
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### 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

Justine Robbins General Manager  
Email: Justine.robbins@unimelb.edu.au  

Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
Acknowledgement of Country

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

Position Summary

The Customer Experience Manager is responsible for the implementation of post-production client and customer care, sales and marketing, management of events and workshops, and managing the day-to-day operations to ensure effective and efficient delivery of all MLU offerings.

Your enthusiastic, collaborative approach will see you coordinate and progress multiple pieces of work to drive the successful roll-out of a range of initiatives with organisation-wide impact. You will build positive and effective relationships with senior leadership and influence key stakeholders across the University to generate support and positive momentum.

They are also responsible for the day-to-day maintenance, configuration, support and improvement of the IT systems and infrastructure. As well as supporting new IT developments, Salesforce project outcomes, and to ensure our current systems are kept operational. This is a critical leadership role for MLU providing input into the strategic direction, mitigating operational risk and ensuring that the team deliver outcomes on time and to scope.

A key component of this role is to ensure that in all activities that the student is considered, and that the outcome is fit for purpose and enhances the student’s experience. This is achieved through effective management of people, systems, resources, and knowledge to proactively anticipate and manage complex decisions that impact all areas of MLU operation. This role is responsible for complex decision making, identifying and mitigating risks and implementing governance activities across all functional areas of MLU.

Reporting to the General Manager this role liaises with external and internal stakeholders and partners with internal teams to improve overall business delivery and operations.

In a standard week, you may:

- Manage project progress, performance, scope and change control
- Work collaboratively with project, IT and support teams to deliver successful outcomes
- Ensure that stakeholder focus, and perspective is maintained throughout the project and business as usual activities
- Identify potential risks and issues associated with the project and develop risk mitigation strategies as appropriate
The Faculty fosters a values-based culture of innovation and creativity to enhance the research performance of the University and to achieve excellence in teaching and research outcomes.

The Faculty invests in developing the careers and wellbeing of our students and staff and expect all our leaders to live our values of:
- Collaboration and teamwork
- Compassion
- Respect
- Integrity
- Accountability

1. **Key Responsibilities**

1.1 **ADMINISTRATION**

- Management and accountability for effective delivery and support in the following divisions of MLU: delivery of award programs, production and delivery of post-professional (CPD) educational programs for all courses on the MLU platform, project management for the development of technology that enhances or enables delivery of the platform, end to end client support, marketing, sales and finance.
- Accountable for the creation, delivery and execution of the MLU customer support strategy and IT Strategy, the implementation of activities to address any issues identified through feedback mechanisms.
- Lead the team that maintains essential IT operations including operating systems, security tools, applications, servers, software, and hardware. Initiates IT projects, makes recommendations on solutions, and key responsibilities within a larger business initiative.
- Handle business-critical IT tasks, student cases and systems administration including user account maintenance, reports and dashboards. Research and evaluate emerging technologies, hardware, and software analyse development needs and provide recommendations for integration into current system.
- Primary contact for administration, management and configuration of Salesforce and IT development projects assigned by the General Manager and Directors.
- Accountable for the administrative of and post-production customer care for the learning platform including all education courses, events, and workshops.
- Manage budgets and oversee financial operations for the areas of responsibility, including and not limited to employee costs, revenue of all MLU courses, budgeting of student load by semester, award course enrolments and revenue.
- Contribute to the development of international, local and external partnerships and stakeholders at both a strategic level and an operational level.
- Develop well documented systems and processes, based on agreed service standards and guidelines, creating consistency and light touch in all areas of execution.
- Act as deputy to the General Manager (GM) when the GM is on leave or unavailable.
- Work collaboratively with the GM to provide direction to MLU with regard to strategic plans and innovation.

1.2 **TEAM LEADERSHIP**

- Coordinate the Operations and IT team to ensure delivery of professional, customer focused service, including student enquiries workshop registrations, student enrolments, student support, subject changes, examinations, results, and completion.
Foster a culture that supports high quality effective customer service and a continuous improvement model of delivery, eliminating or reducing all areas of conflict and poor experience.

Coordinate and monitor the workload to ensure team members are engaged, working proactively and are contributing appropriately to achieve excellent client services.

Ensure the Academic and Group team members are adequately trained, informed and knowledgeable to provide quality delivery of day-to-day activities. All members are trained in accordance the University’s requirements for student and finance administration and any additional training courses that may be required. Such systems may include ISIS (student admin), THEMIS (finance) and ICMS (credit card management).

Manage the recruitment process of new staff ensuring advertising, recruitment, interviews, reference checks, offers, induction training of new staff is done in accordance with UOM guidelines.

In accordance with The UOM performance development framework, ensure the development of team members through regular performance monitoring and review, and in consultation with team members, develop training and career development plans for individuals. Identify areas of opportunity at an individual and team level and coordinate appropriate upskilling.

They are a key member of the Risk Management Team, the Project Control Group and the Management leadership team.

### 1.3 COMMUNICATIONS

Assume overall communication responsibility for students doing the education courses, group team members, academic research project staff and wider University staff to make sure the appropriate people are informed and consulted to ensure operation of the unit goes well and quality service is achieved. Liaises with MSPACE and academics as well as the IT third parties and UoM IT departments.

Proactively escalate issues as they are identified to senior management, and make recommendations on how they can be avoided and mitigated in the future.

### 1.4 SYSTEMS AND SOFTWARE

Ensure all systems and deliverables across MLU are maintained meeting all legislative requirements including cyber security, privacy and risk management principles. Including but not limited to web site content, course delivery systems, feedback and examination forms.

Undertake the management of software licenses & subscriptions, and maintenance of software developer profiles & certificates.

Identify potential risks and problems with UoM systems interfaces and internal systems and make recommendations and developments to mitigate the issue and ensure that service delivery is maximized at all times.

### 1.5 OTHER INFORMATION

- 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 relevant experience, or an equivalent combination of extensive relevant experience in operations, business management and/or education and training.
- Demonstrated experience to manage and deliver outcomes from conception to final delivery, including planning, change management and budget management.
- Experience having led a team across multiple functions at the customer interface, demonstrated experience coordinating, organising and motivating others to achieve collective goals in a team-focused, productive, collaborative work environment while creating a sense of pride and professionalism in the team.
- Ability to establish relationships and liaise with a diverse range of stakeholders, community organisations, suppliers and government departments in relation to planning, project management and support functions.
- Demonstrated experience managing internal and external contractors to ensure alignment between technical/functional specifications and business objectives.
- Experience in preparing and reviewing project and business documentation including reports, plans, tracking of financials, status reporting and briefs and presentations for management and stakeholders.
- Role model leadership to the MLU team and to ensure that the team are clear on the strategy and their role in achieving it. Demonstrated ability to contribute to the development and achievement of the MLU objectives and key results (OKR’s).
- Strong interpersonal skills, including a demonstrated ability to communicate clearly and appropriately with others and present information clearly in writing, in person, to persuade and negotiate and to foster and relate positively and confidently with a wide range of people whilst respecting confidentiality.

2.2 DESIRABLE

- Experience in web-authoring / content creation and delivery, in particular HTML, demonstrated experience working with Heroku, Sales Cloud, Service Cloud certifications preferred.
- Experience working in Higher Education and with the administration of on-line education programs.
- Familiarity with the University’s enterprise system – Themis, Financial suite.
- Familiarity with Integrated Student Information System ISIS.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Under broad direction from the General Manager, the MLU Customer Experience Manager will be responsible for the management of the post-production client and student support, sales and marketing team, including work delegation, workflow and ensuring that overall deadlines and outcomes are met.
The MLU Customer Experience Manager is required to carry out complex tasks with a high degree of autonomy, determining the appropriate use of methods, tasks, sequences, and timeline. Be able to develop new systems, process, and procedures to ensure service delivery remains high, proactively identifying weakness in systems, either technically, human or procedural. Being able to identify the impact of the new processes and mitigating potential risks to ensure consistency across all areas of responsibility.

3.2 PROBLEM SOLVING AND JUDGEMENT

This role is required to understand the problem, identify the root cause and make recommendations to address the issue and mitigate any future problems before they arise across all areas under their remit.

This role is required to provide expertise on the IT systems and solutions and to identify any potential risks that could impact the operations of the MLU function, including providing, recommendations to the directors on the future strategy of the IT function and delivers projects that are fit for purpose and enhance the student experience.

The MLU Customer Experience Manager will be responsible for providing strategic support and demonstrate initiative and common sense in relation to a range of complex issues where policy or precedent is not always available.

The MLU Customer Experience Manager needs to be an independent thinking person, with a desire to improve efficiencies, and strive for excellent relationships with internal and external stakeholders. This role drives outcomes and the ability to influence outcomes is pivotal to success in the role.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The applicant will be expected to develop a working relationship with project partners, contractors and develop an understanding of the procedures, systems and policies of the University in so far as they impact projects in the group.

This role manages the relationship with our external IT contractors and makes recommendations on the methods, systems and processes that the MLU function rely upon. The position requires knowledge of student administrative processes, operations in relation to courses and workshops. Personal professionalism and dedication to achieving tasks and optimizing staff performance is essential.

3.4 RESOURCE MANAGEMENT

This position has broad responsibility for the day-to-day management. The MLU Customer Experience Manager is responsible for identifying and managing human resourcing needs, including the supervision of casual and full-time staff and the procurement of infrastructure related materials that support the area of responsibility.

3.5 BREADTH OF THE POSITION

The applicant is responsible for the management of a range of tasks, scenarios and systems at both University and community level. The position has responsibility for complex tasks, identifying risks and the development of initiatives to support the course development projects. The role manages a team of IT project officers and operations team members, system analysts and IT Project Officers ensuring that they meet the
deliverables of their roles and provide a stable and reliable platform across all of our systems.

The applicant will be expected to build strong professional networks with counterparts within the project teams and with relevant professional staff across the University. The capacity to work with a range of people at different levels within the University, and external to the University is vital.

The role liaises and communicates with a wide range of stakeholders, including school academics, administration staff, technical staff, University staff and suppliers. The position is expected to cover a range of routine to complex functions that at times which will require interaction with external stakeholders, international partners and management within the University.

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 Advancing Melbourne strategy that addresses 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 Advancing Melbourne.

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:

https://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 DEPARTMENT OF SURGERY

https://medicine.unimelb.edu.au/school-structure/surgery

The Department of Surgery is comprised of paid academic surgeons, scientists, and professional staff, honorary staff appointments, with an Executive Committee encompassing representation from all hospital precincts. We are working to actively increase professional development opportunities to all of our members through strengthening our research focus and performance across the spectrum from discovery to translation, including basic and clinical sciences, hospital services and population health sciences; to encourage and support learning and teaching developments and innovation, and championing clinical leadership through advocacy of a greater leadership role for academic surgeons.

6.2 MELBOURNE MEDICAL SCHOOL

http://www.medicine.unimelb.edu.au/

The Melbourne Medical School (MMS) was established in 1862 and has a substantial international reputation for its leadership in teaching and training, health research, policy and practice. The MMS is committed to working with the communities we serve to improve health and advance health care. We will do this through our teaching, learning, research, clinical care and advocacy.

The MMS is composed of nine clinical departments (Clinical Pathology, General Practice, Medical Education, Medicine and Radiology, Obstetrics and Gynaecology, Paediatrics, Psychiatry, Rural Health and Surgery) which are embedded within clinical health services throughout metropolitan Melbourne and rural Victoria.

The MMS delivers a suite of health related graduate programs including the Doctor of Medicine (MD), the first professional entry Masters level medical program in Australia. The Melbourne MD delivers a fresh approach to medical training and creates a new benchmark in 21st century medical education.

The MMS is committed to improving the wellbeing of the community through the discovery and application of new knowledge. The research effort of the school is highly collaborative and spans basic to translational research and involves over 800 graduate researchers and 1000 academic staff.

The MMS also actively participates in the public debate and advocacy around key health issues and policy based on our values of commitment, integrity, compassion, respect and service.

6.3 FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES

www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry & Health Sciences has an enviable research record and is the University of Melbourne's largest faculty in terms of management of financial resources, employment of academic and professional staff, teaching of undergraduate and postgraduate (including research higher degree) students and the conduct of basic and applied research. The Faculty's annual revenue is $628m with approximately 55% of this income related to research activities.

The Faculty has a student teaching load in excess of 8,500 equivalent full-time students including more than 1,300 research higher degree students. The Faculty has
approximately 2,195 staff comprising 642 professional staff and 1,553 research and teaching staff.

6.4 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](http://about.unimelb.edu.au/careers)

6.5 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.

6.6 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](https://about.unimelb.edu.au/strategy/governance)