# Student Services Officer

<table>
<thead>
<tr>
<th>POSITION NUMBER</th>
<th>0062619</th>
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<tbody>
<tr>
<td>PROFESSIONAL CLASSIFICATION</td>
<td>UOM 5 -$83,159 - $95,518 per annum (pro rata for part-time)</td>
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<tr>
<td>STANDARD/SALARY</td>
<td></td>
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<tr>
<td>SUPERANNUATION</td>
<td>Employer contribution of 17%</td>
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<tr>
<td>WORKING HOURS</td>
<td>Full time (1 FTE)</td>
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<tr>
<td>BASIS OF EMPLOYMENT</td>
<td>Fixed Term 12 months</td>
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<td>HOW TO APPLY</td>
<td>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.</td>
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| CONTACT FOR ENQUIRIES ONLY | Allan Vallet  
Email allan.vallet@unimelb.edu.au  
*Please do not send your application to this contact* |
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne would like to acknowledge and pay respect to the Traditional Owners of the lands upon which our campuses are situated, the Wurundjeri and Boon Wurrung peoples, the Yorta Yorta Nation, the Dja Dja Wurrung people. We acknowledge that the land on which we meet and learn was the place of age-old ceremonies, of celebration, initiation and renewal, and that the local Aboriginal peoples have had and continue to have a unique role in the life of these lands.

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 of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services
STUDENT AND SCHOLARLY SERVICES
Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

UNIVERSITY COLLEGES AND RESIDENTIAL LIFE PORTFOLIO
The University Colleges and Residential Life portfolio is a portfolio in Student and Scholarly Services that brings together all University-owned residential accommodation, including colleges, halls and accommodation facilities. This includes International House, Wilam Hall, Lisa Bellear House, Little Hall and the Lofts at Melbourne Connect, as well as functions in the former Student Accommodation Unit.

The University Colleges and Residential Life portfolio is responsible for delivering a high-quality student and residential experience that supports students to thrive while living on campus, by creating and maintaining a community of scholars with a strong sense of belonging and connectedness to their peers and the University as a whole. The University Colleges and Residential Life program is designed to holistically support student wellbeing, social connectedness, career readiness, academic success and civic responsibility, tailored to each cohort’s needs and in line with the University’s wider strategic objectives to enhance the student experience.

The portfolio also manages the operations of our student residences, encompassing marketing and recruitment, residential admissions and selection, finance, facilities, third-party supplier and contract management, Advancement and alumni management, and systems administration and reporting. Third-party contracted services are provided by UniLodge and Downer.

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.

ABOUT THE ROLE
Position Purpose:
The Student Services Officer role will support and assist in the day-to-day operations of the Student Services team, primarily by providing student-facing services such as the management of student applications, providing advice and information to students, and liaising with internal and external accommodation providers to place students in appropriate accommodation.

The role will also undertake projects to improve the student experience in the University Colleges and Residential Life Portfolio.

Reporting line: Student Services Team Leader
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: N/A

Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Moderate
Judgement: Moderate
Operational context: Liaising with students, other university departments and non-university providers of accommodation.

OH&S and compliance: 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. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.

Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:
- Provide a high standard of customer service to prospective and current students seeking information and advice about student accommodation.
- Manage all student enquiries through various channels including OneCRM.
• Receive, process and allocate applications for student accommodation, and troubleshoot issues arising in these procedures in real time.
• Troubleshoot issues arising from application management and enquiries.
• Develop and maintain tools and resources to streamline the enquiry management processes to enable high levels of accuracy, consistency, quality and speed.
• Ensure resident records in systems are up-to-date and accurate.
• Liaise with providers, residential colleges, and other University staff regarding placement of students, administration of accommodation offers and acceptances, and the resolution of enquiries arising from these areas, including liaison with the Under 18 UoM program by providing data on any under 18 student admissions.
• Provide communication and other inputs to the other stages student accommodation journey, from marketing and recruitment of students, through to the in-residence experience and exit procedures, to assist the University to improve the accommodation service.
• Undertake projects to improve the resident experience and team operations, including developing new procedures or programs.
• Attend students’ events as required to introduce our services and accommodation options to prospective, future, and current students.
• Provide accurate and timely reports on the activities above.

Selection Criteria:

Education/Qualifications

1. The appointee will have: tertiary qualification or an equivalent combination of relevant experience and education/training.

Knowledge and skills:

2. Demonstrate COO values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace.
3. Well-developed verbal and written communication skills including strong attention to detail.
4. Experience in a service-oriented environment with a commitment to the provision of high-quality client service.
5. Demonstrated ability to exercise initiative and sound judgement, with proven problem-solving skills with the ability to identify when and where to seek additional assistance.
6. Demonstrated ability to build and maintain effective relationships with a broad range of stakeholders.
7. Proficiency with Microsoft Office packages including Word, Excel, PowerPoint, and Outlook. Experience in using and supporting customers with cloud-based CRM systems.
8. Proven ability to work well and constructively as a member of an interdisciplinary team, as well as demonstrated ability to work independently.
9. Demonstrated ability to interpret policy and procedures to provide advice to staff and students.

Other job related information:
1. Employment in this position is conditional upon reception and maintenance of a Working with Children Check.
2. Occasional work out of ordinary hours and site visits to student accommodation providers are sometime required.