POSITION NUMBER 0030121

PROFESSIONAL CLASSIFICATION UOM 4 - $69,365 - $73,618 per annum (pro rata for part-time)

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Continuing

HOW TO APPLY Go to http://about.unimelb.edu.au/careers, 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.

CONTACT FOR ENQUIRIES ONLY Stephen Caithness
Tel +61 3 8344 9486
Stephen.caithness@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
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 the University’s budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of six sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- 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.

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 Representative position is an essential part of the Stop 1 team, responding to a broad range of enquiries in accordance with established business practice guidelines and referral protocols. This includes the accurate and timely provision of information to current students, future students, internal stakeholders and the general public, immediate transactional support for a range of activities, management of feedback and complaints, and appropriate referral for specialist assistance. The aim in all instances is to empower our customers to self-manage future enquiries as far as possible.

Reporting line: Team Leader
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: $0
Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Significant
Judgement: Moderate
Operational context: *

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 accurate and consistent information within established service and performance parameters to customers contacting Stop 1.
- Take ownership of enquiries and resolve at first point of contact as appropriate, through the effective use of information sourced from a variety of published resources or subject matter experts.
- Adhere to established business practice guidelines and referral protocols and use sound judgement to determine when to refer enquiries on for higher level advice or support.
- Ensure that all interactions are managed sensitively and in accordance with the University’s privacy policy. This includes appropriate management of feedback and complaints.
- Work collaboratively with senior Student Contact Centre staff and staff in other service areas to identify and develop initiatives that optimise access to information and ensure a student-centred and coordinated approach to service delivery.
- Approach every enquiry proactively with a clear commitment to the delivery of service excellence and the student experience in accordance with the University Services Values and Behaviours and the Academic Services SPARK framework.
- Build effective relationships with Stop 1 colleagues and all internal stakeholders.

Selection Criteria:
Education/Qualifications

1. The appointee will have: Undergraduate qualification and/or equivalent mix of education and relevant professional experience.

Knowledge and skills:

2. Demonstrated commitment to providing quality customer service and ability to manage pressure in a fast-paced, front-line customer service environment.
3. Strong written and oral communication skills, with demonstrated experience in effectively managing enquiries via phone, email, chat and in person.

4. Strong organisational skills and the ability to work flexibly across a range of enquiry channels and activities between multiple service environments.

5. Experience working within a clear set of protocols and guidelines, including the appropriate referral of enquiries for higher level assistance.

6. Ability to apply sound judgement, be sensitive to individual circumstances, and maintain a high level of confidentiality.

7. Ability to work collegially in a team environment, share information and provide feedback on opportunities for service improvement.

8. Commitment to building relationships with internal stakeholders, and receptively engage with feedback, new ideas and learning opportunities.

9. Sound computer literacy skills, and the ability to work with new technologies.

**Other job related information:**

- The Contact Centre’s normal hours of operation are 8.45am-7.30pm, Monday-Friday; the ability to work staggered 7.25hr shifts between these times as required.

- Non-standard work hours may occasionally be required during peak periods.

- Annual leave must be taken at a time which accommodates peak workflows. Leave from December through March and June through July is unlikely to be approved unless there are extenuating circumstances.