Students@work Officer

POSITION NUMBER  0040617

PROFESSIONAL CLASSIFICATION  UOM 5 - $75,011 - $86,158 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  Stefania Garth

Email stefania.garth@unimelb.edu.au

Please do not send your application to this contact
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
- Finance
- 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 Students@Work (S@W) Program provides University of Melbourne students with relevant and meaningful work opportunities on campus, enabling students to develop employability skills whilst enhancing connectivity and engagement with the University. The Students@Work Officer supports the delivery of the Students@Work program involving the recruitment, induction and training of students to work at the University.

Reporting line: *Students@work Coordinator
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: NIL

Key Dimensions and Responsibilities:

Task level: Moderate
Organisational knowledge: Moderate
Judgement: Limited
Operational context: *University-wide

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:**

- Work as part of the S@W team to contribute to the planning, development and coordination of the Students@Work Program and associated administration activities providing day-to-day operational support and actively contributing to on-going service improvements
- Work collaboratively with the team to anticipate client needs, proactively responding to requests and queries, and offering expertise while ensuring provision of accurate and consistent information
- Utilise appropriate systems and databases to record students’ skills and experience, employment history, availability etc. to enable candidate identification for work placements and internships and to build career-impact information
- Contribute to facilitation and administration of the S@W training and professional development programs including the coordination of the training and skills development schedule.
- Administer, and contribute to the ongoing development of, post assignment reflective learning and career impact processes to assist students with integrating and communicating the skills and benefits they have gained from their involvement in the S@W program
- Collect and analyse program data and feedback and under the direction of the S@W Program Coordinator, prepare reports for stakeholders.
- Actively contribute to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction.
- Participate in and contribute to coverage of peak period activities across the Division to enable Student and Scholarly Services to meet its operational obligations and agreed service levels

**Selection Criteria:**

Education/Qualifications

1. The appointee will have: tertiary qualifications in a relevant discipline and/or an equivalent combination of relevant experience and education/training which includes knowledge and
understanding of HR principles and policies in relation to recruitment, contracts and performance management

Knowledge and skills:

2. Demonstrated ability to display service excellence by striving to deliver beyond expectations and taking ownership of service delivery with a focus on continuous improvement

3. Excellent attention to detail and organisational skills including the ability to adapt and work under pressure, ability to plan and prioritise and to ensure timely completion of tasks

4. Excellent interpersonal skills with the ability to develop relationships and liaise with a wide range of internal and external stakeholders in a collaborative manner

5. Ability to work well in a team as well as independently, demonstrating creativity, initiative and self-motivation

6. Excellent written and oral communications skills with the proven ability to draft correspondence and prepare high quality documentation

Other job related information:
Occasional work out of ordinary hours

Special Requirements:
Employment in this position is conditional upon reception and maintenance of a Working With Children Check