Senior Scholarship Officer

POSITION NUMBER 0054506

PROFESSIONAL CLASSIFICATION UOM 6 - $92,649 - $100,397 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

Kelly Nicol
Scholarships Manager (Partner Programs)
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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.

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, ‘Growing Esteem’, at http://about.unimelb.edu.au/strategy-and-leadership

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio is responsible for the University’s budget and financial performance, and the management of its property and capital. It also delivers efficient and effective shared services in support of all aspects of the University’s business. The COO Portfolio is comprised of eight 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
• Digital and Data
• Finance
• Legal and Risk
• Operational Performance Group
• Property
• 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 University’s People Strategy 2015-2020 and policies that address 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 Growing Esteem.
ABOUT THE ROLE

Position Purpose:
Scholarships and Bursaries is part of Student and Scholarly Services and responsible for the end-to-end management of over 150 University-wide scholarship programs for undergraduate, graduate and research students, and the delivery of scholarship services on behalf of other divisions in the University.

Working in a dynamic team environment, the Senior Scholarship Officer primarily supports the end-to-end administration of the undergraduate scholarships portfolio (including allocations, selection, onboarding and reporting), supporting other scholarship activities and projects, managing enquiries and providing high standard customer service to students and staff within the University.

Reporting line: Scholarships Manager (Partner Programs).
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: 0
Key Dimensions and Responsibilities:

Task level: Significant
Organisational knowledge: Moderate
Judgement: Moderate

Operational context: The incumbent works with staff from areas within Student and Scholarly Services (e.g. Admissions and Fees) and the wider University (e.g. Faculties and Advancement).

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:

- Responsible for the timely delivery of application and selection for undergraduate and other scholarships in accordance with the relevant operational plan and documented processes, practices and guidelines. This includes managing selection processes and systems, processing outcomes and acceptances, and managing benefits and tenure requirements.
- Propose, design and implement improvement of business activities and processes based on analysis, feedback and collaboration with stakeholders to ensure that they are meaningful and meet strategic demands.
- Contribute to a positive and professional work environment that fosters quality, innovation, teamwork and job satisfaction.
- Contribute to the team’s achievement of agreed service levels, standards and reporting requirements using analytics and performance tracking whilst optimising the provision of accurate, timely and enabling information to stakeholders.

Selection Criteria:

Education/Qualifications

1. The appointee will have a tertiary qualification and/or equivalent mix of education and relevant experience in a service-oriented organisation.

Knowledge and skills:

2. Ability to consistently provide high quality customer service, anticipate the needs of others, and exercise tact, judgement and discretion when working with people from culturally and linguistically diverse backgrounds.
3. Ability to handle multiple demands under pressure while working as part of a team and independently, to use reporting and metrics to ensure work is accurate and progressing towards desired outcome, and to remove any barriers to ensure outcomes are achieved.

4. Ability to find way to build positive and productive working relationships with own team members and across organisational boundaries, and the ability to self-motivate and respond to changing work priorities.

5. Ability to contribute to change initiatives, support change suggested by others and identify opportunities to improve processes and practices to reduce inefficiencies.

6. Well advanced in effective written and oral communication appropriate to the context, and the ability to communicate complex matters in a clear and concise manner.

7. Well advanced in learning and using new business enterprise systems, and using MS Office suite, in particular MS Excel to compile, analyse and manipulate data for reporting and work processing purposes.

**Other job related information:**

- Occasional work out of ordinary hours activities such as Open Day or other events.
- Limited annual leave during peak operations.
- Employment in this position is conditional upon reception and maintenance of Working With Children Check.