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

Operations Team Lead

POSITION NO 0029607

CLASSIFICATION UoM 7

SALARY $102,338 - $110,780 per annum

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1.0 FTE)

BASIS OF EMPLOYMENT Fixed-term: 24 Months

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 Elizabeth Hurley
Email: Elizabeth.Hurley@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 Mobile Learning Unit Team Leader, Operations, will oversee the Support Teams management of post-production client and customer care, coordination and execution of events and workshops. The Team Leader’s role is to support a team of Support Officers.

The Team Leader is required to provide leadership and high-level customer-focused skills in the development, management and implementation of systems and process improvements that support the end to end production of courses.

Reporting to the Operations Manager, working with the IT and project teams to improve overall business delivery and operations.

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 well-being 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 LEADERSHIP

- Plan and manage complex post-production systems and teams.
- Assist, advise and lead the Support Officers to provide a high level end to end customer experience.
- Be responsible for escalated customer service issues.
Liaise with high level stakeholders in order to provide services required, including MSPACE, academics and external parties.

Collaborate to develop well documented systems and processes, based on agreed service standards and guidelines.

Manage email templates, knowledge articles, FAQs, and the accuracy of information contained within.

Be responsible for the smooth operations and completion of all events, including workshop and conferences.

Play an active role in fulfilling the objectives and key results of The Mobile Learning Unit, including engaging in a range of internal projects, information sharing, and communication.

In accordance with The University of Melbourne 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.

1.2 COMMUNICATIONS

Provide accurate, relevant and informative advice and guidance to prospective and current customers within the agreed timeframe and refer prospect/current customers to other information and support sources as appropriate.

Maintain a thorough understanding of MLU’s courses and subjects.

Investigate enquiries and problem solve these cases providing solutions to prospective and current customers. Use this information to identify trends and suggestion solutions.

Report to the Risk Management Team in order to identify risks and suggest solutions.

Pro-actively identify problems and suggest improvements that are evidence-based and consider best practice principles and relevant policies and systems. Where appropriate, escalate any issues, difficulties or problems for higher level advice or support.

1.3 ADMINISTRATION

Demonstrate expertise by maintaining and continuously developing professional knowledge and skills, and by keeping up-to-date with new developments relevant to the role and the organisations’ broader objectives.

Establish and maintain open and productive professional relations with a wide range of stakeholders, including collaborating closely with MSPACE and University Academics.

Work collaboratively with stakeholders to ensure continuity between support and administrative support provided to customers/students, including integrated approaches to supporting customer/student retention.

Managing and contributing to the knowledge management tool.

Proactively manage and enhance the case management/customer service tools to ensure a smooth customer experience.

1.4 OTHER INFORMATION

Lead by example in driving an organisational culture focused on excellence.

Coordinate and/or assist with other appropriate duties as identified by the Operations Manager as required.
2. Selection Criteria

2.1 ESSENTIAL

A degree qualification or an equivalent combination of relevant experience and/or education/training.

Demonstrated knowledge of people management and leadership.

**Demonstrated commitment and passion to providing exceptional customer service.**

High level verbal, written and interpersonal skills to deliver consistently high standards of communications with stakeholders.

**Demonstrated organisational skills and flexibility in a dynamic work environment with competing priorities to produce outcomes that are efficient, timely and accurate whilst maintaining focus and positivity.**

Self-motivation, commitment and ability to take accountability to complete a range of allocated tasks, both supervised and independently.

Strong analytical and problem-solving skills with the ability to deliver creative solutions and escalate complex issues.

Ability to work collegially in a team environment, share information and commit to continuous improvement of services, processes and systems;

Ability to maintain a high level of confidentiality.

High level of accuracy in typing skills and proficiency in computer literacy (including Microsoft Office (Word, Excel and PowerPoint), standard Internet software and email programs).

2.2 DESIRABLE

Experience working in Higher Education.

Experience with the administration of on-line education programs.

Experience and understanding of office and educational information technology including managing and updating websites.

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

The Team Leader, Operations will work under the general direction of the MLU Operations Manager. The Team Leader will work under general to broad direction depending upon experience and the complexity of the tasks.
The Team Leader will have supervisory responsibility for technical, clerical, administrative and other non-professional staff.

3.2 PROBLEM SOLVING AND JUDGEMENT

The position requires enthusiasm, initiative, flexibility and the ability to prioritise and manage a wide range of activities. The incumbent will have the discretion to innovate within own function and take responsibility for outcomes. Time management skills and the ability to prioritise competing demands are essential. Sound, evidence-based judgements, and demonstrated problem solving and communication skills are required as the position will routinely makes independent decisions in managing their day to day work. The incumbent is expected to be responsible for their own time management and prioritisation of tasks to ensure that deadlines are met.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent develops sound knowledge and understanding of MLU and University policies and procedures, along with an understanding of its culture and organisational structure. The position requires having the ability to liaise effectively with internal and external stakeholders to deliver anticipated outcomes.

3.4 BREADTH OF THE POSITION

The incumbent will have a depth or breadth of expertise developed through extensive relevant experience and application. The position will collaborate with a wide range of people, including academic and professional staff, prospective and current students, external lecturers, visitors, contractors and the general public. This position must develop and maintain positive work relationships and play a key role in the delivery of outstanding customer service, accurate and timely administrative support to online students, and a variety of other student-facing and departmental support activities.

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 **MOBILE LEARNING UNIT**

https://medicine.unimelb.edu.au/about/mobile-learning-unit#about

The Mobile Learning Unit (MLU) was established by the University of Melbourne to collaborate with world leading academic and research experts to create innovative online courses for health professionals.

A uniquely positioned group that offers a flexible program of professional and continuing education, from face to face workshops, blended learning simulator courses, online CPD courses to graduate award courses. The latest research discoveries, innovative treatments, and updated learnings from academics are offered online as Continuing Professional Development to general practitioners, specialists, nurses, physicians, medical students and allied health professionals.

6.2 **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.

6.3 **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.

6.4 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.

6.5 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

6.6 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.

6.7 **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)