Department of Rural Health  
Faculty of Medicine, Dentistry and Health Sciences

Campus Life Services Officer

POSITION NO  
0048478

CLASSIFICATION  
UOM 5

SALARY  
$83,159 – 95,518

SUPERANNUATION  
Employer contribution of 17%

WORKING HOURS  
Full-time

BASIS OF EMPLOYMENT  
Maternity Leave Position until October 2025

OTHER BENEFITS  
https://about.unimelb.edu.au/careers/staff-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.

LINE MANAGER  
Campus Life Coordinator (Accommodation)

CONTACT  
Ms Lily Roberts  
Campus Life Coordinator (Accommodation)  
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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
Position Summary

ABOUT THE POSITION

The Department of Rural Health is one of 13 departments within the Melbourne Medical School at the University of Melbourne.

The Campus Life Facilities and Services team sits within the Department of Rural Health and is responsible for Facility Management and Student Accommodation services across all Department of Rural Health sites.

Reporting to the Campus Life Facilities and Services Coordinator, the Campus Life Services Officer forms part of a small team that undertakes a broad range of activities to support Student Accommodation services across the Department of Rural Health Campus and Accommodation sites.

The main campus sites that the department operates from are located in Shepparton, Wangaratta and Ballarat.

The department also has student accommodation sites in Benalla, Cobram, Echuca, Mansfield, Mount Beauty, Myrtleford and Numurkah.

The incumbent will need to be supportive of the departmental values of Collaboration, Teamwork, Compassion, Respect, Integrity and Accountability.

1. Key Responsibilities

- Manage the student experience, including oversight of the accommodation bookings process, check in/check out process and data integrity.
- Be the first point of call for the Wangaratta Campus students and staff in regards to Information Technology (IT) assistance, Audio Visual (AV) assistance and general queries.
- Undertake facility inspections to ensure maintenance is being completed and the sites are clean / functional and ready for incoming students.
- General administration duties including records management, data entry, payables, asset inventory and reporting as needed.
- Maintain professional, accurate and timely communication to students through the booking system.
- Demonstrated understanding of and compliance with relevant University Policies and Procedures such as Occupational Health and Safety (OHS) and Environmental Health and Safety (EH&S).
- Provide exceptional customer service to all students, staff and contractors in contact with the Department of Rural Health and Campus Life Facilities and Services Team.
- Work constructively and collaboratively with colleagues, seek guidance as required, and maintain a positive attitude to ensure successful relationships with various stakeholders.

2. Selection Criteria

2.1 ESSENTIAL

- Experience with customer management systems through previous experience in the hospitality, higher education, or other applicable industries.
- Excellent interpersonal skills, a strong customer service focus, and the ability to build...
relationships with people at all levels, internal and external to the University.

- Strong organization, time management skills and the ability to prioritize competing demands and meet deadlines. Ability to work under pressure.
- Demonstrated ability to work independently and collaboratively as part of a team.
- Strong written and oral communication skills.
- Demonstrated ability to use initiative and apply a range of strategies to problem solve and resolve internal and external customer concerns.
- Strong proficiency in Microsoft Office Suite and enterprise systems.

2.2 **DESIRABLE**

- Experience in student accommodation, hospitality, higher education sector or a related field.
- Finance administration experience using Oracle or other large enterprise systems.

2.3 **SPECIAL REQUIREMENTS**

- A current and valid Working with Children Check.
- A current Victorian drivers’ licence.
- This position requires occasional travel to other rural campuses and remote locations not easily accessible by public transport.
- The role will be required to provide out of hours ‘on-call’ capability to respond to student phones calls, students locked out of accommodation, alarms and faults as required.
- Some heavy lifting will be required with this role.
3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Campus Life Services Officer will work under the general direction of the Campus Life Facilities and Services Coordinator to deliver the team’s objectives.

This role is expected to plan, organize, and schedule work independently to ensure that deadlines and agreed outcomes are met.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Campus Life Services Officer needs to exercise sound judgement in managing competing priorities and is expected to work in a collaborative style that fosters teamwork and collaboration beyond the immediate team.

A high degree of professional judgement is required as the incumbent will routinely make independent decisions in managing their day to day work, often with changing priorities. The incumbent must be able to demonstrate excellent customer service skills in all aspects of their work.

These skills are equally essential to responding effectively to queries from students, staff and external partners/contractors. Strong problem-solving skills are also required and with this the capacity to proactively identify, manage and resolve problems.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Campus Life Services Officer is expected to understand relevant University policy and procedures which affect the day to day operations of the role.

A good understanding of course offerings within the Faculty is expected to be developed, along with a broader understanding of other courses across the University.

An awareness of information and support services available across the University is also required along with the ability to work with a diverse range of people.

3.4 RESOURCE MANAGEMENT

The Campus Life Services Officer is expected to be responsible for their own time management and prioritization of tasks to ensure that deadlines are met.

3.5 BREADTH OF THE POSITION

The successful candidate will be required to apply a broad range of technical knowledge in facilities maintenance and student accommodation coordination to assist in the seamless operation of Department of Rural Health Camus facilities and accommodation sites.

The position liaises with a broad spectrum of academic staff, general staff, students, prospective students, and members of the public which requires excellent interpersonal and communication skills.
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 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.

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 **BUDGET DIVISION**

The Department of Rural Health was established in February 2002 and incorporated into the Melbourne Medical School in 2010.

The Department enables undergraduate health professionals to undertake a significant period of their training in rural environments and provides rural communities with greater access to teaching and research facilities and greater clinical support.

The Department of Rural Health’s largest campus is located in Shepparton in buildings adjacent to Goulburn Valley Hospital. Other major campuses are found in Ballarat, working closely with Ballarat Health Services, and in Wangaratta, with Northeast Health Wangaratta.
The mission of the department is to provide excellence and equity in Rural Health through education, research and engagement.

Further information about the Department of Rural Health is available at http://www.ruralhealth.unimelb.edu.au/

6.2 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.

6.3 ADVANCE 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.
6.4 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 http://www.unimelb.edu.au/governance