Stakeholder Analyst

POSITION NO 0062436

CLASSIFICATION UOM 7 - $106,432 - $115,211 per annum

SUPERANNUATION Employer contribution of up to 17%

WORKING HOURS FTE 1

BASIS OF EMPLOYMENT Continuing

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

CONTACT FOR ENQUIRIES ONLY
Matthew Foran
Email matthew.foran@unimelb.edu.au

For information about working for the University of Melbourne, visit our websites:
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

Reporting to the Director, Strategic Intelligence, the Stakeholder Analyst plays a critical role supporting the implementation of the GCE portfolio’s strategic ambitions domestically and internationally by providing continuous observations, analysis, and interpretation of the diverse stakeholder environment in which the University operates.

This role will have primary carriage for the undertaking of comprehensive analyses of stakeholder needs, expectations, and concerns to ensure the development of successful engagement strategies to drive alignment of stakeholder and Portfolio strategic objectives.

This includes the utilisation of various research methodologies and analytical tools to gather, interpret, and synthesise data to provide practicable insights and recommendations which key decision-makers within the GCE Portfolio can use to drive more sophisticated stakeholder engagement and satisfaction.

While primarily focused on the strategic objectives of the GCE Portfolio, the Stakeholder Analyst will also develop close working relationships with partners across the Chancellery and wider university.

1. Key Responsibilities

- Manage the implementation and operation of a robust stakeholder mapping and analysis system to assist the Portfolio conduct its stakeholder engagement activities.
- Identify and categorise the Portfolio stakeholder landscape as it relates to the strategic objectives of the portfolio including identifying internal players, external partners, government, industry, regulators, and community groups.
- Develop comprehensive stakeholder maps to understand their roles, interests, and influence within the organization and analyse data to identify trends, patterns, and areas for improvement.
As required, construct and undertake surveys, interviews, and focus groups to gather feedback from stakeholders regarding their expectations, concerns, and satisfaction levels with the University, tertiary sector, or specific desired strategic outcome.

Assess potential risks and opportunities associated with stakeholder relationships, including conflicts of interest, regulatory compliance issues, and/or reputational risks and develop strategies and recommends to mitigate these.

Prepare advice, presentations, and dashboards for GCE Portfolio senior managers to effectively communicate findings, insights, and recommendations as well as drive a strong culture of performance monitoring.

Maintain a watching brief on industry trends, and best practices in stakeholder engagement to identify any opportunities for continuous improvement.

Contribute to a positive team culture that embeds a strong ethic of collaboration and mutual support across the GCE portfolio and the wider university.

2. Selection Criteria

2.1 ESSENTIAL

- A bachelor level degree and subsequent relevant experience; or extensive experience in a similar position; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in developing and supporting stakeholder analysis and mapping activities that can demonstrate outcomes, impact and value.
- Highly developed skills in analytical research, problem solving and conceptual skills including and data acquisition and manipulation.
- Demonstrated capacity for flexibility, agility and innovation, while maintaining commitment to achieving outcomes.
- Excellent written and verbal communication skills, with demonstrated capability to prepare high quality presentations, reports and documents
- Strong interpersonal skills with the ability to work collaboratively and effectively with teams and partners and form strong and supportive relationships across diverse stakeholders and partners

2.2 DESIRABLE

- Excellent understanding of the University, higher education sector and established networks and relationships within the University and the external environment
- Previous experience working with Stakeholder Relations Management Systems or similar CRM models.
- Advanced Microsoft Office skills with a high-level of expertise in Excel and PowerPoint.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE
The Stakeholder Analyst will demonstrate initiative in undertaking data analysis, reporting and cross-portfolio collaboration.

The position is required to show initiative, show attention to detail and to be proactive in providing support to the team.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Stakeholder Analyst is required to exercise excellent independent judgment in the responsibilities assigned to them.

The incumbent will be a key contributor to the development, dissemination and reporting of data and information to diverse stakeholder groups.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Stakeholder Analyst will have, or will have the capacity to quickly establish a sound understanding of relevant stakeholder management systems.

The incumbent will have, or will quickly establish, relationships with peers, key University and external stakeholders in order to deliver the key accountabilities of the role.

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 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 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-person

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. Other Information

6.1 ORGANISATION UNIT

CHANCELLERY GLOBAL, CULTURE AND ENGAGEMENT

Led by the Deputy Vice-Chancellor (Global, Culture & Engagement), Chancellery Global, Culture and Engagement provides strategic guidance and expert advice for internationalisation and global engagement, government affairs, community partnerships, stakeholder engagement, museums and collections and arts and culture.

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 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.

6.4 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 https://about.unimelb.edu.au/strategy/governance