Scholarship Officer

POSITION NUMBER 0053983

PROFESSIONAL CLASSIFICATION UOM 5 - $75,011 - $86,158 per annum (pro rata for part-time)

SUPERANNUATION Employer contribution of 10%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Fixed term available for 12 months

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
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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
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 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 Scholarships and Bursaries team 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 as part of the Scholarships and Bursaries team, the Scholarships Officer will contribute to the delivery of a key strategic scholarship initiatives and be responsible for the preparing scholarship applications, metric-based assessments, recording and notification of outcomes, activating and processing variations to scholarship, and providing high standard customer service to students and staff within the University.

This position reports to the Manager, Special Programs, but will also receive direction from other team members (matrix structure).

Reporting line: Manager, Special Programs (Scholarships and Bursaries)
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, including Student Recruitment and Admissions.

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:**

**Activities**

- Process application, selection, bestowal and tenure management activities in accordance with the team’s operational plan and documented processes, practices and guidelines. This includes preparing applications, metric-based assessments, and outcomes, activating and varying scholarship entitlements.
- Support the team in the delivery of services by responding to staff and student enquiries, assisting with collating data, preparing reports, and monitoring enrolment and progress as directed.
- Communicate information on accessing scholarship entitlements in a clear and timely manner.

**Teamwork & innovation**

- Contribute to the team’s achievement of agreed service levels, standards and reporting requirements through the use of analytics and performance tracking whilst optimising the provision of accurate, timely and enabling information to stakeholders.
- Contribute to innovation and continuous improvement of practices and processes based on analysis and feedback working collaboratively with stakeholders to ensure that they are meaningfully able to inform business improvements.
- Contribute to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction.
- Continuously develop professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation’s broader objectives.
**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**

1. Demonstrated ability to act in the best interest of your employer; to achieve service excellence by striving to deliver beyond expectations and taking ownership, and to work collaboratively by connecting with people and building relationships in your workplace.

2. 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.

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

4. 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.

5. 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