Special Consideration Administration Officer

POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer Portfolio

POSITION NUMBER 0054616

PROFESSIONAL CLASSIFICATION UOM 5 - $79,961 - $91,844 per annum

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Fixed Term to 2 February 2024

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 Name Ben Richards
Email richardsb@unimelb.edu.au

Please do not send your application to this contact
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, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.
The COO Portfolio is comprised of seven sub-portfolios:

7. Business Services
8. Chief Finance Officer Group
9. Legal and Risk
10. Office of the COO
11. Operational Performance Group
12. Research, Innovation and Commercialisation
13. 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. The Student Equity and Disability Services (SEDS) is in the Wellbeing Services portfolio, which includes the University’s Health Service, Counselling and Psychological Services (CAPS), and the Chaplaincy service. SEDS is responsible for providing educational adjustments for students with a disability or health condition, are carers of a person with a disability, are defence reservists or emergency volunteers or for cultural or religious observance which impact their ability to participate fully in their studies. SEDS also under the authority of the Academic Registrar processes eligibility for Special consideration applications.

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 Special Consideration Administration Officer provides exemplary customer service to students and staff in the area of special consideration service provision. This includes enquiry management, and special consideration processing. The Special Consideration Administration Officer, under the direction of the Coordinator, Special Consideration provides special consideration processing and regular reports to monitor turnaround times of applications. As the work involves data processing and interactions via email and telephone with students and other staff, excellent customer service professionalism and response is integral to this role.

Reporting line: Coordinator, Special Consideration
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: none

Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Moderate
Judgement: Moderate
Operational context: University wide
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:
• Action special consideration applications within agreed timeframes
• Prepare daily/weekly/monthly reports for the Coordinator, Special Consideration to assist workflow planning and demand response
• Maintain timely, accurate and complete records using administrative systems for enquiries, appointment bookings and recording of case-notes, and managing information in accord with Privacy legislation and University policy and processes.
• Actively support the provision of efficient and responsive service through undertaking enquiry management, triage and proactive outreach to students requiring Special consideration
• Prepare reports for internal stakeholders as required
• Monitor and report on student and staff feedback, identifying trends, opportunities and proactive processes to contribute to service improvement.
• Other duties as required.

**Selection Criteria:**

**Education/Qualifications**

1. The appointee will have an appropriate tertiary qualification or an equivalent combination of relevant experience and education/training

**Knowledge and skills:**

2. Knowledge of and ability to effectively utilise large complex databases, such as CRM and student systems to ensure accurate records are maintained including proficient skills in case note taking and record keeping.
3. Demonstrated ability to interact sensitively and engage empathetically with students experiencing a wide range of challenges, stress and anxiety in relation to their studies.
4. Strong organisational skills including a demonstrated ability to prioritise tasks, meet deadlines and work effectively and efficiently with high volume processing under pressure and within relevant policies, procedures and guidelines.
5. Excellent interpersonal skills and written and verbal communication skills.
6. Demonstrated problem-solving ability, coupled with sound judgement and ability to understand and apply policy and guidelines.
7. Proven ability to work independently, and to contribute consistently and positively to a proactive and highly professional team and a proven ability to develop a strong working relationship within a team as well as with a wide range of academic and professional colleagues.
8. Demonstrate COO values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively in a team and between teams, connecting with people and building relationships in your workplace.

**Desirable:**

Skills in supporting people experiencing a range of difficulties including mental health issues.

**Other job related information:**

- Employment in this position is conditional upon reception and maintenance of a Working With Children Check
- This position may be required to travel to and work across campuses
- Annual leave must be taken at a time which accommodates the peak workflows of the business
- Non-standard work hours may be required from time to time by negotiation