Digital Service Coordinator

POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer Portfolio

POSITION NUMBER
0049153

PROFESSIONAL CLASSIFICATION
STANDARD/SALARY
UOM 8 - $108,009 - $116,906 per annum (pro rata for part-time)

SUPERANNUATION
Employer contribution of 17%

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
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 eight 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
- Digital and Data
- Finance
- Legal and Risk
- Operational Performance Group
- Property
- 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.

The Careers and Employability team and service support students to build, transfer and translate university learning, skills and other experiences into employability learning and work-related and opportunities.

We help students to reflect on, research and explore their career direction, make the most of experiences and navigate transition by providing expert advice, employability skills development, industry and employer engagement, interactive tools, online resources and collaborative delivery with University colleagues into and alongside the curriculum.

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.

ABOUT THE ROLE

Position Purpose:
The Digital Service Coordinator will develop, implement and evaluate digital and online career service delivery and expertise delivered by Student Success for current University of Melbourne students. The goal of this position is to provide students with a comprehensive service that is accessible and applicable to their needs, that connects them with their peers, alumni and industry and contributes positively to their work readiness and preparation for success as graduates. Working with key stakeholders, particularly faculty enrichment and experiential learning colleagues, will be a focus.

The Coordinator will develop and implement both new and existing service commitments and programs, identify key metrics and recommend improvements to portfolio components and the overall offer. Leading the Digital Service Officer, the Coordinator will be involved in the career and employability digital/online resource/asset development and will work cross-functionally with the Industry Engagement and Career Service teams on integrated program and service delivery.

Reporting line: Manager, Careers & Employability
No. of direct reports: 3
No. of indirect reports: 0
Direct budget accountability: none

**Key Dimensions and Responsibilities:**
Task level: Significant
Organisational knowledge: Significant
Judgement: Significant
Operational context: Across University academic divisions and the COO portfolio and with external stakeholders.

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/](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:**
- Lead management of online and digital service delivery for all careers and employability programs focusing on student engagement and experience, with other Student Success teams and wider University partners.
• Oversee system and vendor management, including relationships, system functionality, implementation and project management and technical support across all digital platforms within C&E, drawing on support of Infrastructure Services
• Contribute to the development of a cohesive framework and operational strategy as well as resources and best practice for the delivery of portfolio online services. This includes contributing to communication and outreach plans.
• Collaborate with service team(s) and subject matter experts to develop and implement coherent, engaging and high-quality materials and assets which provide an excellent student service and learning experience.
• Maintain a focus on developing insights and sound data management, including lead operational implementation of the career census, engagement data, evaluation, reporting and analysis across the team.
• Coordinate all aspects of identified online resources, particularly the University’s EmployMe (Abintegro) tool, including driving content management and use.
• Lead the team-based entry to the LMS (Canvas) community and other learning tools available (eg. E-portfolios), for optimal student service access and experience.
• Develop and maintain effective working relationships with internal and external partners and organisations ensuring timely information is provided to facilitate the digital delivery of careers and employability programs and develop new innovative programs for students.
• Design, review, evaluate and assess programs and service and provide appropriate reporting to management for strategic and operational improvement.
• Collaborate across the Careers and Employability portfolio to develop strategic engagement and communications through services, online/digital and in-person.

Selection Criteria:
Education/Qualifications
1. The appointee will have: a post-graduate degree in a relevant discipline and/or equivalent combination of education/training and extensive relevant experience in a field related to career development practice.

Knowledge and skills:
2. 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, connecting with people and building relationships in your workplace.
3. Demonstrated experience leading and developing small and/or specialised team(s) with a focus on high performance and quality end results, in a career or employability development and/or higher education service or support context.
4. Applied educational design experience in developing high-quality, scalable, online and/or integrated learning tools, resources and programs.

5. Excellent communication, collaboration and interpersonal skills, including an ability to build positive and professional relationships with stakeholders spanning a range of seniority levels.

6. Proven experience in the design, implementation and management of project plans, budgets, timelines, workflows and reporting frameworks.

7. High-level analytical and problem-solving skills with the ability to exercise significant judgement and initiative.

Other job-related information:

Occasional work out of ordinary hours and travel may be required.