## Position Description

**Operational Performance Group**  
**Chief Operating Officer Portfolio**

### Senior Design Lead

<table>
<thead>
<tr>
<th><strong>Position Number</strong></th>
<th>0051792</th>
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</thead>
<tbody>
<tr>
<td><strong>Professional Classification</strong></td>
<td>UOM 9 - $123,292 - $128,275 per annum (pro rata for part-time)</td>
</tr>
<tr>
<td><strong>Superannuation</strong></td>
<td>Employer contribution of 17%</td>
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<tr>
<td><strong>Working Hours</strong></td>
<td>Full Time (1 FTE)</td>
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<tr>
<td><strong>Basis of Employment</strong></td>
<td>Continuing</td>
</tr>
<tr>
<td><strong>How to Apply</strong></td>
<td>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, 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.</td>
</tr>
</tbody>
</table>
| **Contact for Enquiries Only** | Louise Long, Director Digital Design & Service Experience, OPG  
Tel +61 0468 596 138  
louise.long@unimelb.edu.au  
*Please do not send your application to this contact* |
ABOUT THE ROLE

Position Purpose:
To lead and inspire the practice of Human-centred Design mindset and methods in projects and initiatives within the Digital Design & Service Experience (DDSE) team, for designing and improving the experiences of and services to students, staff and academics.

Reporting line: Design Manager
No. of direct reports: 0
No. of indirect reports: 1 to 5
Direct budget accountability: #

Key Dimensions and Responsibilities:
Task level: Significant
Organisational knowledge: Moderate
Judgement: Significant

Core Accountabilities:

- Primary support to the Design Manager to drive the growth of Design capability across all roles in the DDSE team and delivering capability uplift for project stakeholders and in the broader University community.
- Leading small- and large-scale design work to deliver human-centred designed services for our students, academics and staff
- Deliver outcomes to meet the needs of student, staff, and academic within the constraints of technology and strategy
- Support a work environment that fosters high achievement and collaboration.
- To be aware, ready and willing to work using a blended toolkit incorporating both Design and Service Improvement (including Lean, SixSigma and Business Process Mining) as appropriate to achieve the optimal outcome.
- Work with and manage relationships with senior stakeholders across the University to engage them and advocate for the value of Design methods, tools and mindset to address complex problems and opportunities.
- Support the Design Manager to develop and shape Design demand and implement appropriate resourcing strategies.
Competencies required:

Education/Qualifications

1. Desirable but not essential that the appointee will have: tertiary qualifications which may be in one of the following fields of study – Business, Design, Social Sciences, Marketing, Anthropology, Psychology, Systems Thinking

Knowledge and skills:

2. Extensive experience and broad knowledge of the practice of Human-centred Design and specifically Service Design (3+ years)

3. Deep understanding of Design Thinking and HCD methodologies and a true passion for humans with an ability to engage and advocate for these methods across a range of stakeholders in University

4. A demonstrated ability to – frame a problem, propose a variety of problem-solving approaches, design discovery research using a wide variety of tools (not just interviews), synthesise quantitative and qualitative data to create insight (making the complex simple), run ideation session to create concepts, prototype and test those concepts in the context of the University’s feasibility and viability, and work with others to deliver measurable solutions.

5. Demonstrated high level interpersonal skills, including the ability to build and maintain stakeholder relationships across a complex organisation

6. Ability to facilitate engaging workshops including skills training, education and coaching

7. A demonstrated ability to lead multi/trans-disciplinary teams in Agile environments, specifically with lean and other process improvement methodologies

8. Strong verbal and written communication skills, including presentation and facilitation skills

9. Highly developed skills in inspiring, developing and motivating others

10. Growth mindset in actions evidencing empathy, curiosity and optimism/resilience

Other job-related information:

Occasional work out of ordinary hours.

Employment in this position is conditional upon receipt and maintenance of a Working with Children Check
<table>
<thead>
<tr>
<th>DDSE DESIGN CAPABILITY</th>
<th>Aware</th>
<th>Ready</th>
<th>Practice</th>
<th>Master/Mentor</th>
</tr>
</thead>
<tbody>
<tr>
<td>All roles in DDSE</td>
<td></td>
<td></td>
<td></td>
<td>Senior Design Lead</td>
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<td>Aware of the value and methods of the discipline</td>
<td>Ready to work with the toolkit, methods and practitioners of the discipline</td>
<td>Practitioner in discipline. Using some methods and frameworks independently in work.</td>
<td>Master in discipline. Able to mentor, coach and teach others. May be craft lead for that discipline</td>
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