Executive Directorate of the Academic Registrar  
Chief Operating Officer Portfolio  

Student Grievances and Complaints Adviser  

POSITION NUMBER  
0062634  

PROFESSIONAL CLASSIFICATION  
UOM 8  $119,742 - $129,607 per annum  

SUPERANNUATION  
Employer contribution of 17%  

WORKING HOURS  
Full Time (1 FTE)  

BASIS OF EMPLOYMENT  
Continuing  

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.  

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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, ‘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 the University's budget and financial performance, and the management of its property and capital.

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
- Chief Finance Officer Group
- Legal and Risk
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services
STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services (SASS) 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 Office of the Academic Registrar is made up of the Academic Registrar, Deputy Academic Registrar, the Principal Adviser Student Conduct, the Associate Director Student Complaint and Misconduct Investigations and the Manager Student Grievances and Complaints.

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 based on 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:

Reporting to the Principal Adviser Student Conduct, the role of Student Grievances and Complaints Officer is responsible for the institutional case management of student complaints and grievances, and associated compliance and risk management activities within a policy framework underpinned by principles of procedural fairness. The role ensures the provision of high-quality student grievance and complaint handling services are delivered efficiently and effectively across the University to ensure institutional compliance, to address student concerns in a timely manner, and to ensure responses and outcomes are fair and transparent. The incumbent will develop collaborative partnerships with key stakeholders, ensure effective complaint management, evaluation of complaints data and report on trends and
issues in student complaints. The role will identify and support the development and implementation of continuous improvements to the complaint management procedures across the University.

The position will work closely with the complaints team to ensure that case management and associated student support processes are delivered in accordance with the University's policy.

The position will work on projects as directed by the Principal Adviser Student Conduct, as well as course selection review requests, and system administration related to Resolve.

Reporting line: Principal Adviser Student Conduct
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: 0

Key Dimensions and Responsibilities:
Task level: Significant
Organisational knowledge: Significant
Judgement: Significant
Operational context: Student complaint and grievance case management and compliance across the University.

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:

- Assess and manage daily student complaint and grievance submissions by undertaking initial triage, including an assessment of any high risk, safety or wellbeing issues, determining first response and stakeholder engagement requirements, and considering issues of referral, escalation, and potential for early or fast-tracked resolution.
- Assist the Manager Student Grievances and Complaints with selection review requests in relation to course admission application decisions.
- Monitor Speak Safely, the University's online channel for the submission of confidential reports and complaints about student sexual misconduct, undertaking an initial assessment of potential safety or wellbeing issues, determining first response requirements, and considering issues of referral and/or escalation.
- Assist the Principal Adviser Student Conduct in the continuous review and improvement of relevant policies and processes to ensure good practice in the effective management of student grievances and complaints.
- Assist with the development of reports in relation to student grievances and complaints, including the
Student Complaints and Grievances Annual Report.

- Undertake special project work as requested.
- Maintain and promote effective case management and record keeping by ensuring that relevant staff are trained and equipped to use the University’s case management system for the confidential management of student complaints and grievances in accordance with the University’s compliance obligations.
- Monitor the University’s student complaints regime to identify improvement opportunities and alignment with the Victorian Ombudsman’s good practice guide for handling complaints.
- Comply with quality assurance, in line with requirements under the University’s risk management framework including OH&S, legislation, statutes, regulations and policies.
- The Student Grievances and Complaints Officer may be asked to act in the role of Manager Student Grievances and Complaints in that position’s absence.
- Maintain a thorough understanding of University policies and organisational change and assess impacts and process.
Selection Criteria:

Education/Qualifications

1. The appointee will have extensive problem solving, policy, risk assessment and case management experience, preferably in student complaint or appeal management in the higher education sector or an equivalent combination of relevant experience and/or education/training.

Knowledge and skills:

2. Advanced written and verbal communication skills with demonstrated capability to understand complex issues and apply sound judgement in making and communicating decisions.

3. Demonstrated ability to manage sensitive and confidential matters within complaint case management processes that are underpinned by principles of procedural fairness.

4. Demonstrated experience in working with impartiality during decision-making processes and exceptional ability to communicate complex decisions that have been made within an extensive regulatory framework.

5. High level planning, organisation and time-management skills including the ability to effectively multi-task and manage competing deadlines.

6. Strong interpersonal skills with the ability to work collaboratively and effectively across divisions to form and maintain collaborative and supportive relationships.

7. Demonstrated capability to exercise initiative and judgement with high level problem-solving, organisational and prioritisation skills.

8. Proven ability to contribute towards innovation and continuous improvement with respect to work processes including supporting the implementation of new ways of working.

9. A high level of confidence with basic (Office365), case management (Resolve) and emerging technologies and a capacity to rapidly acquire new skills with limited supervision.