Manager, Student Participation

POSITION NUMBER 0052716

PROFESSIONAL CLASSIFICATION UOM 9 - $126,004 - $131,097 per annum (pro rata for part-time)

STANDARD/SALARY

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.

CONTACT FOR ENQUIRIES ONLY Davina Potts

Email davina.potts@unimelb.edu.au

*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
- 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 Manager, Student Participation leads a team of staff responsible for service delivery across a range of areas, from employability-focused student capability building services through to student engagement initiatives. The overarching theme for this area is supporting and enhancing the students experience.

Reporting line: Associate Director, Careers, Employability and Global Learning
No. of direct reports: 4
No. of indirect reports: 11 to 15
Direct budget accountability: Approximately $2M salary / $200,000 non-salary

Key Dimensions and Responsibilities:
Task level: Significant
Organisational knowledge: Significant
Judgement: Significant
Operational context: *
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:**

- Lead the day-to-day delivery of in-scope services, ensuring an effective service design is matched with delivery to enable the achievement of stated outcomes, and supplemented by robust service evaluation that informs ongoing service enhancement and quality
- Actively collaborate with colleagues across the wider Student Success team, linking together opportunities that further the objectives of the Student Participation portfolio, including enhancing student employability, improving the student experience, and enabling on-campus student employment
- Provide subject matter expertise in the areas of student engagement and participation, across the spectrum of large-scale events through to focussed small-group services, as well as enabling services such as on-campus student employment
- Ensure effective decision making in regards to the design, development, delivery and evaluation of in-scope services, as well as the internal allocation of resources to enable effective service delivery
- Work collaboratively with colleagues in Chancellery, Academic Divisions, student associations and external organisations, to enable the delivery of services that optimise the Student Campus Experience.
- Effectively manage in-scope resources, supporting staff to deliver high quality services, and work collaboratively in a multi-faceted team environment, and in some contexts as an internal service provider
- Actively contribute to innovation and continuous improvement of practices and processes based on analysis and feedback, working collaboratively with stakeholders to inform business improvements.
- Actively contribute to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction.

**Selection Criteria:**

**Education/Qualifications**

1. The appointee will have: postgraduate qualifications in a relevant discipline and/or an equivalent combination of relevant experience and education/training.

**Knowledge and skills:**
2. Demonstrated adoption of values by acting in the best interest of the University; 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. Experience in the design, development and delivery of student programs with an excellent understanding of the customer experience.

4. Demonstrated experience in leading teams, ideally in a student service context

5. Demonstrated experience in service design and delivery, including the collection of evidence to gauge service effectiveness and inform ongoing service enhancement

6. Demonstrated experience in developing and delivering operational plans, including the preparation of progress reports

7. Demonstrated experience in managing competing priorities, managing resources, and making operational decisions

8. Outstanding interpersonal and communication skills, both written and oral with demonstrated ability to motivate, influence and engage a range of people across all levels of the organisation

**Special Requirements:**

Employment in this position is conditional upon reception and maintenance of a Working with Children Check.