# POSITION DESCRIPTION

School of Culture and Communication  
Faculty of Arts  

## School Support Officer

<table>
<thead>
<tr>
<th>POSITION NO</th>
<th>0057382</th>
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<tbody>
<tr>
<td>CLASSIFICATION</td>
<td>UOM 5</td>
</tr>
<tr>
<td>SALARY</td>
<td>$79,961 - $91,844 p.a.</td>
</tr>
<tr>
<td>SUPERANNUATION</td>
<td>Employer contribution of 17%</td>
</tr>
<tr>
<td>WORKING HOURS</td>
<td>Full-time</td>
</tr>
<tr>
<td>BASIS OF EMPLOYMENT</td>
<td>Continuing</td>
</tr>
<tr>
<td>OTHER BENEFITS</td>
<td><a href="https://about.unimelb.edu.au/careers/staff-benefits">https://about.unimelb.edu.au/careers/staff-benefits</a></td>
</tr>
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<td>HOW TO APPLY</td>
<td>Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’), then find the position by title or number.</td>
</tr>
</tbody>
</table>
| CONTACT FOR ENQUIRIES ONLY | Chloe Mackenzie  
Tel +61 3 8344 0977  
Email mackenzie.c@unimelb.edu.au  

*Please do not send your application to this contact*

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For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
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.

Position Summary

The School Support Officer provides a broad range of high-quality administrative and operational supports to the School, particularly in relation to the employee lifecycle, facilities and occupational health and safety.

The School Support Officer works collaboratively with academic and professional staff at all levels across the organisation. In particular, the School Support Officer works closely with the University’s Human Resources and Talent Acquisition teams, as well as academic leaders within the School.

They must have the ability to administer processes independently and to a high standard, while also contributing to team-based tasks as needed. The School Support Officer must be exceptionally organised and capable of handling a high volume of varied tasks concurrently. They must also possess excellent interpersonal skills as well as a high level of initiative, motivation, tact, and professionalism to effectively manage the responsibilities of the position.

1. Key Responsibilities

1.1 Employee Lifecycle Support

- Plan and administer a cyclical schedule of activities and communications to ensure that School staff understand the recruitment and the onboarding lifecycle in the University, Faculty and School.
- Administer the recruitment process for new staff appointments, including coordinating the position approval process, liaising with the Human Resources and Talent Acquisition teams to advertise positions, supporting panel chairs with selection process scheduling and logistics, communicating with candidates, and submitting offer requests.
- Respond to queries about visa processes, relocation requirements and workplace adjustment requirements for new staff to ensure a seamless transition into their new work environment.
Liaise with Human Resources to process changes to employee contracts as directed, including creation of new assignments, contract renewals and cessations, time fraction adjustments and salary costing changes.

Administer staff onboarding and offboarding activities, including the provision and return of equipment, keys and other resources.

Working with the Deputy Head of School (People and Culture), prepare and deliver a local welcome and induction for all School appointments.

1.2 FACILITIES AND OHS SUPPORT

Procurement of equipment and resources as needed, including computers and computer accessories, stationery, and domestic supplies.

Support the good function and presentation of school facilities, including by submitting maintenance requests as required.

Administer the allocation and relocation of staff to office spaces, including ensuring completion of necessary ergonomic and safety checks.

Support the School Operations Coordinator to complete periodic building safety inspections, evacuation drills, and other OHS tasks.

1.3 GENERAL OFFICE SUPPORT

Assist in the maintenance of the School’s online resources and information repositories, including the School’s website.

Triage and respond to general queries from School staff.

Provide general administrative and operations support as required.

2. Selection Criteria

2.1 ESSENTIAL

Proven commitment to ensuring staff feel welcome, safe and setup for success in the workplace.

Exemplary organisation and time management skills, with a demonstrated ability to handle a high volume of varied and competing priorities.

Demonstrated ability to appropriately handle sensitive and confidential information.

High attention to detail, with experience providing accurate and comprehensive advice in a complex policy environment.

Proven ability to accurately administer processes and deliver high-quality outputs independently and with minimal supervision.

Experience working with staff at all levels, with a proven ability to communicate professionally and tactfully in a range of contexts

Completion of a relevant degree or an equivalent combination of experience and education/training.

2.2 DESIRABLE

Experience in or understanding of recruitment and the employee lifecycle in a university context.
Experience working with complex enterprise resource planning and recruitment systems.

3. Special Requirements

- The School Support Officer is expected to work primarily from the University’s Parkville campus, to enable effective support of the School’s day-to-day operations.
- Occasional work outside of ordinary hours may be required.

4. 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.

5. Occupational Health and Safety (OHS)

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.

OHS responsibilities applicable to positions are published at:
https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.
6. Other Information

6.1 THE FACULTY OF ARTS

arts.unimelb.edu.au

The Faculty of Arts at the University of Melbourne brings together leading scholars across a broad range of disciplines of study in the Humanities and Social Sciences. Our academic staff are of international standing and committed to excellence in teaching and research.

Since 1855, the Faculty has produced leaders in a wide range of fields, including government, business, creative industries and media, community and not-for-profit organisations. The Faculty maintains strong strategic relationships with leading international universities through joint teaching collaborations, research projects and student exchange programs. Partnerships with government, not-for-profit and private organisations facilitate work integrated learning opportunities for our students and research collaboration with our researchers. The Faculty has an active and vibrant outreach program, promoting lifelong learning in the Humanities and Social Sciences.

Our Graduate School of Humanities and Social Sciences offers professionally oriented Master’s programs and houses our outstanding PhD program.

The Faculty actively seeks to welcome and value the unique contributions of people from all backgrounds and is committed to diversity and inclusion practices to achieve our vision. Our Faculty has gender parity across all levels and supports its staff through initiatives such as the Faculty of Arts Conference Childcare Support Scheme, the Faculty’s mentoring program and the Divisional Indigenous Development Plan (DIDP).

Alongside the Graduate School of Humanities and Social Sciences, the Faculty consists of five interdisciplinary Schools:

Asia Institute – the University’s key centre for study in Asian languages and cultures, with programs including Arabic, Chinese, Indonesian and Japanese languages, alongside Asian, Islamic and Contemporary Chinese Studies.

School of Culture and Communication – with programs in Art History, Arts and Cultural Management, Indigenous Studies, Creative Writing, English and Theatre Studies, Media and Communications, Publishing and Editing, Journalism, and Screen and Cultural Studies.

School of Historical and Philosophical Studies – encompassing History, History and Philosophy of Science, Philosophy, Jewish and Hebrew Studies, Conservation and Classics and Archaeology.

School of Languages and Linguistics – includes French, German, Italian, Russian and Spanish languages, alongside European studies, Latin American studies and Linguistics, Applied Linguistics and English as a Second Language.

School of Social and Political Sciences – with programs in Anthropology and Development Studies, Criminology, Political Science, and Sociology and Social Policy.

Faculty of Arts Strategy

Under the leadership of Professor Russell Goulbourne, we have launched a Faculty of Arts Strategy focussing on:

- Transformative learning
- Research that makes a difference
Partnerships that add value  
Support for all staff

6.2 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 employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at http://about.unimelb.edu.au/careers

6.3 ADVANCING MELBOURNE

The University’s strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University’s commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

- We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.
- We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.
- We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.
- We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne’s academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

6.4 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at https://about.unimelb.edu.au/strategy/governance