

POSITION DESCRIPTION



Student and Scholarly Services
Chief Operating Officer Portfolio

Scholarships Officer

POSITION NUMBER	0036485
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 5 - \$83,159 - \$95,518 per annum (pro rata for part-time)
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	Anushka Aldons Tel +61 3 9035 5438 Email anushka.aldons@unimelb.edu.au <i>Please do not send your application to this contact</i>

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.

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 functions relating to the University's finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- 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:

Scholarships & Bursaries is responsible for the end-to-end management of over 150 University-wide scholarship programs for undergraduate, graduate and research students, and the delivery of scholarship services on behalf of other divisions in the University.

Working as part of a team in a dynamic environment, the Scholarship Officer will support overall scholarship operations (including processing student payments and variations to scholarship), provide high-standard customer service to students and staff within the University, and assist with the delivery of projects or University-wide scholarship programs.

Reporting line: Senior Scholarships Manager

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: The incumbent works with staff from areas within Student and Scholarly Services (e.g. Admissions or Fees), Faculties or Departments (e.g. Scholarships or Research Administration), and undergraduate, graduate and research students.

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:

- Complete application, bestowal, and tenure activities in accordance with documented processes, practices and guidelines. This including sending scholarship offers, activating scholarships, scheduling and varying scholarship benefits.
- Respond to student and staff enquiries in accordance with agreed service standards and response times using relevant enterprise systems (e.g. OneCRM and ServiceNow)
- Assist with the implementation of business improvement projects and assist the delivery of specific scholarship program

- Keep up to date with and develop professional knowledge and skills relevant to the role and the organisation's broader objectives.
- Contribute to a positive and professional work environment that fosters quality, innovation, teamwork and job satisfaction.
- Contribute to continuous improvement of business activities based on analysis and feedback and by working collaboratively with colleagues and stakeholders to ensure successful implementation.

Selection Criteria:

Education/Qualifications

1. The appointee will have a tertiary qualification and/ or equivalent combination of relevant experience in a service-oriented organisation and education/ training.

Knowledge and skills:

2. Ability to consistently provide high quality service, anticipate the needs of others, exercise tact, judgement and discretion, and communicate complex matters in a clear and concise manner.
3. Ability to handle multiple demands under pressure while working as part of a team and independently, to use reporting and metrics to ensure work is accurate and progressing towards desired outcome, and to remove any barriers to ensure outcomes are achieved.
4. Ability to find ways to build positive and productive working relationships with own team members and across organisational boundaries, and the ability to self-motivate and respond to changing work priorities.
5. Ability to contribute to change initiatives, support change suggested by others and identify opportunities to improve processes and practices to reduce inefficiencies.
6. Advanced in learning and using business enterprise systems and using MS Excel to compile, analyse and manipulate data for work processing and reporting purposes.

Other job related information:

- Occasional work out of ordinary hours activities such as Open Day or other events
- Limited annual leave during peak operations
- This position requires the incumbent hold a current and valid Working with Children Check. The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with the Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.