



POSITION DESCRIPTION

Office of the Provost
Vice-Chancellor's Office

Case Management Lead

POSITION NO	0059849
CLASSIFICATION	UOM 9
SALARY	\$139,693 - \$145,339 per annum
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time
BASIS OF EMPLOYMENT	Continuing
OTHER BENEFITS	https://about.unimelb.edu.au/careers/staff-benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Rebecca McQueen rebecca.mcqueen@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.

Position Summary

The primary purpose of this role is to lead the effective management of the end-to-end wage enquiries and claims processes, and to provide comprehensive oversight to the applicable senior leaders. Reporting to the Associate Director, Employment Compliance, Monitoring & Assurance, the Case Management Lead is responsible for managing all wage related enquiries received by or escalated to the University, undertaking holistic investigations of complex historical employment practices, resulting in satisfactory resolution of claims from current and former employees.

A key component of this role is continuous improvement, with the incumbent responsible for assessing and improving the effectiveness of wage enquiries and claims related processes and procedures in consultation with relevant stakeholders.

The role will be a conduit between Workplace Relations, Compliance Managers, Human Resources and Payroll to ensure wage enquiries and claims are effectively triaged, reviewed and resolved within agreed timeframes.

This role works across all areas of the University and oversees a small team to achieve outcomes of key significance to the University.

1. Key Responsibilities

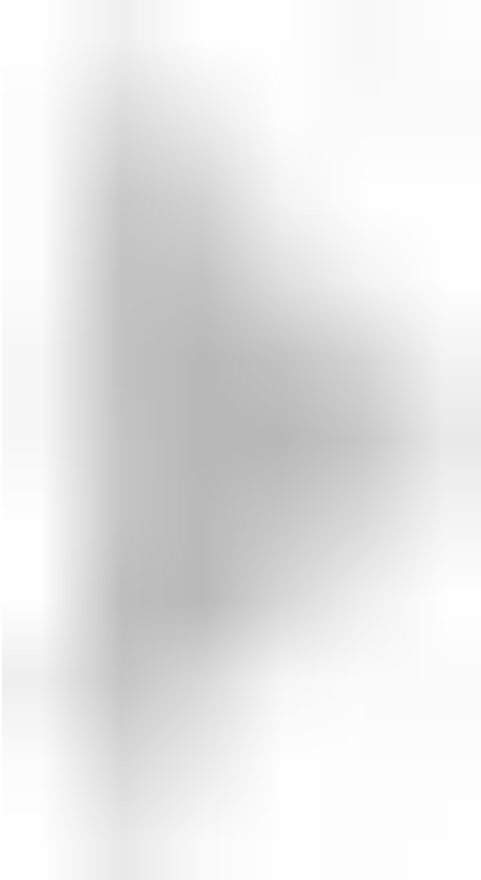
1.1 COLLABORATION AND LEADERSHIP

- ▶ Support the Executive Director, Employment Compliance and Associate Director, Employment Compliance, Monitoring & Assurance by providing subject matter expertise across on wage enquiries and claims, ensuring emerging issues and trends are identified and swiftly resolved through the Compliance Manager network.
- ▶ Lead the University's wage enquiry and claims process through effective case management, in collaboration with key stakeholders in Workplace Relations and HR Services, with the appropriate level of confidentiality
- ▶ Oversee a team of direct reports to ensure effective management of function within a shared services environment, including exceptionally secure record keeping and

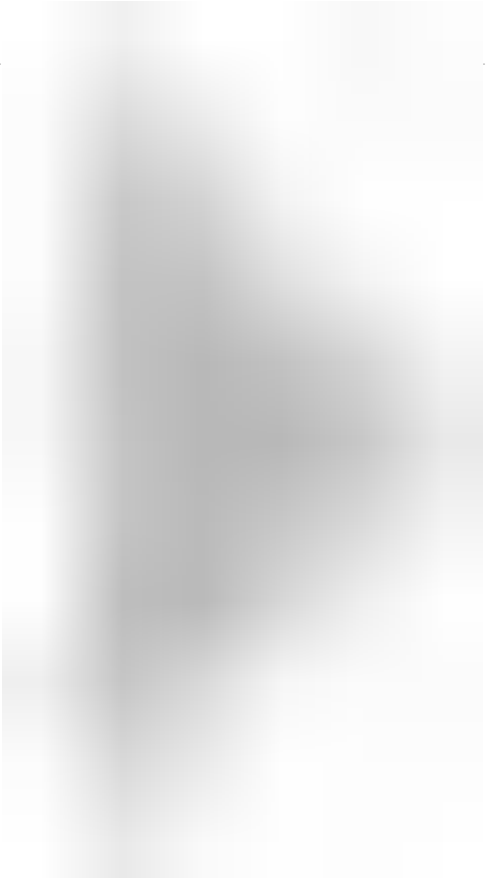
appropriate management of documentation and communications.

1.2 CASE MANAGEMENT

- ▶ Lead process for new enquiries and claims, effectively triaging cases from a variety of inputs, determining high level requirements for assessment to ensure effective prioritisation and management of resources.
- ▶ Lead the execution of timely investigations, ensuring relevant policies and standard operating procedures are followed and appropriate consultation with stakeholders undertaken inform outcomes for current and former employees.
- ▶ Draft outcomes and initial calculations using myriad of complex data sources and ensure appropriate approvals through the case resolution panel process.



Develop and maintain repository of claims and outcomes, ensuring appropriate record keeping and contribute to reporting requirements, by managing regular and ad hoc requests from relevant stakeholders and governance groups relating to wage enquires, claims and investigations.



Manage communication to current and former employees throughout the case management process, , ensuring timely updates within agreed timeframes and outcomes in line with agreed frameworks.

1.3 CONTINUOUS IMPROVEMENT

- ▶ Develop and maintain a repository of standard operating procedures, process documentation and communications templates to ensure practices are in line with legislative and policy requirements.
- ▶ Establish and develop standardized turnaround times for case management and resolution.
- ▶ Proactively identify and champion opportunities for continuous improvement, contributing to effective maturity of employment compliance matters across practices, training, processes, and systems.

1.4 RESPONSIBILITY AND COMPLIANCE

- ▶ Maintain a strong knowledge and understanding of current University Policy and Procedures, and reliably follow these or provide compliant advice to others to progress the resolution of complex claims
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Section 5.
- ▶ Behavioural Expectations - All staff are expected to maintain the following behaviours:
- ▶ Treat everyone equitably; act fairly with staff and demonstrate respect for diversity.
- ▶ Be an effective team player who is cooperative and gains the trust and support of staff, peers and clients through collaboration.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ An exceptional understanding of University practices, processes and systems relating to the specialised field of wage enquiries and claims.
- ▶ Highly demonstrated experience with the development, delivery and evaluation of processes and procedures.
- ▶ Highly demonstrated ability to solve complex problems requiring significant analysis within a broad set of legal requirements, enterprise agreements, employment agreements and University policies
- ▶ Strong leadership, influencing and people skills to facilitate effective collaboration with Workplace Relations, Workplace Investigations, Legal Services, HR Services and others to ensure timely and effective resolution of claims. Ability to analyse, consolidate and present data from a range of sources, including Themis, ServiceNow, InfoHub and Excel.
- ▶ Significant and demonstrated problem solving ability. ▶

Excellent communication both verbal and written.

- ▶ Well demonstrated ability to manage, analyse, interpret, and present data.
- ▶ Well demonstrated ability to work within a complex matrix management structure. ▶

Experience in working in employment compliance in the higher education sector.

2.1 SPECIAL REQUIREMENTS OF THIS POSITION

- ▶ This position requires the incumbent to hold a current and valid Working with Children Check

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Case Management Lead operates with a high level of independence under the broad direction of the Associate Director, Employment Compliance, Monitoring & Assurance. The incumbent will operate with a considerable degree of initiative, self-reliance and autonomy. The incumbent is expected to demonstrate initiative, drive and leadership of activities to achieve the objectives of the role and they will work collaboratively with Compliance Managers and Workplace Relations to achieve these outcomes.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Case Management Lead is required to perform a range of tasks of varying complexity and is expected to present practical alternative solutions and use discretion and sound and independent judgement to solve issues. The ability to recognise consequences and outcomes of advice, decisions or actions taken, and confidentiality are all essential to this position. They will require high-level analytical, time management, planning, people management and problem-solving skills. The position operates in a complex environment and collaboration and engaged with colleagues to achieve outcomes is a key priority.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

Interpretation and understanding of existing policies and University process and the ability to adapt or implement new procedures is required. The incumbent requires strong conceptual, analytical, writing and presentation skills as well as excellent interpersonal skills.

A thorough knowledge of university structures and decision-making processes will be required. Previous experience in a faculty is essential. The capacity to work with a range of people at various levels, across the faculty, Chancellery and specialist units of the University as noted below:

- Compliance Managers
- Workplace Relations
- Human Resources
- Academic subject coordinators and school managers in faculties.

3.4 RESOURCE MANAGEMENT

The Case Management Lead supervises three direct reports, including two Case Management Coordinators and a Case Management Officer.

3.5 BREADTH OF THE POSITION

The Case Management Lead will be required to represent the Employment Compliance Directorate on matters related to wage enquiries and claims through extensive interaction with University staff at various levels. The Case Management Lead will have a depth and breadth of expertise developed through extensive University and faculty experience.

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:

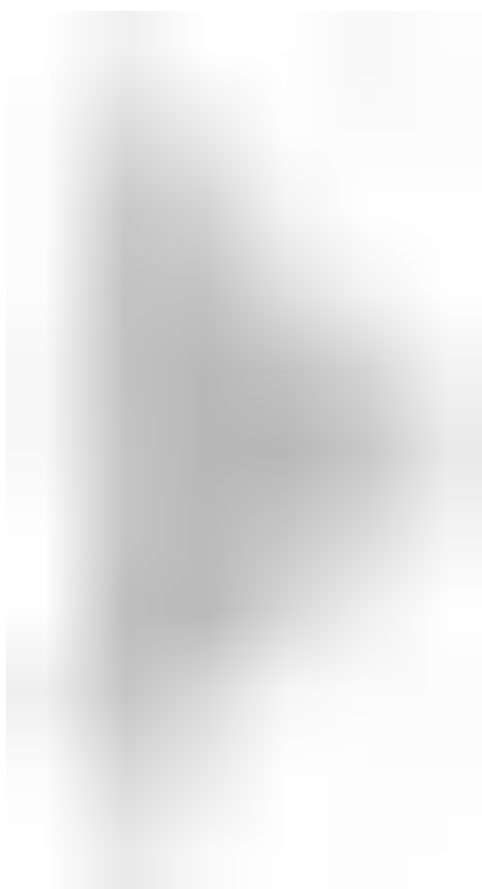
<https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel>

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

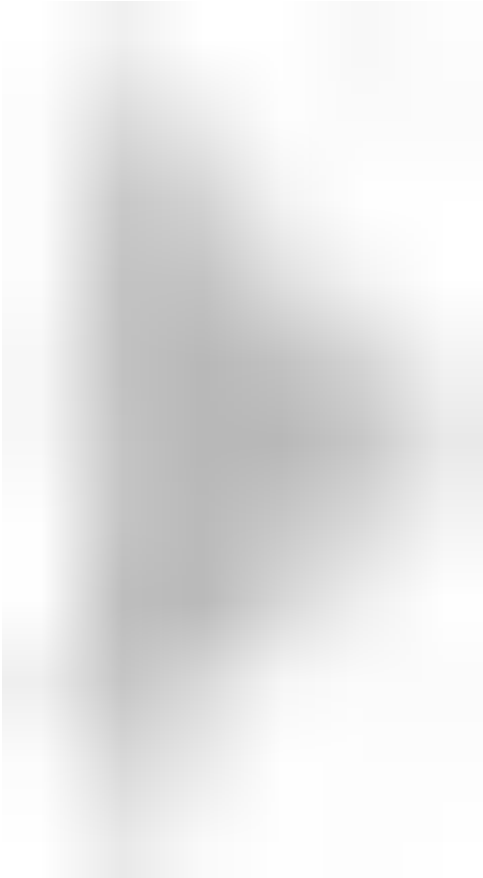
6. Other Information

6.1 Office OF THE PROVOST

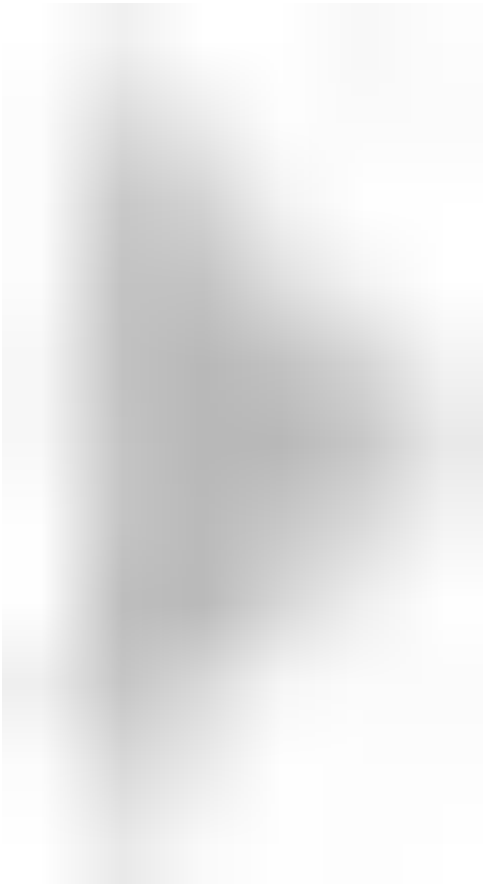
Led by the Provost, the Office of the Provost supports achieving the vision and objectives for education, people and community set out in Advancing Melbourne 2030. The Office of the Provost portfolio sits alongside other divisions (Research, International, Strategy & Culture, Administration & Finance) within Chancellery and is responsible for strategic leadership in:



Education and student experience, including curriculum, teaching, and learning quality and innovation, learning technologies and spaces, student wellbeing and engagement and widening participation for students from disadvantaged backgrounds.



People and Community, including Human Resources, academic and professional staff careers, University community-building, diversity and inclusion for students and staff, and the Respect at Melbourne program.



Indigenous strategy, including research, education and engagement, student and staff planning, truth-telling and cultural heritage.

The Office of the Provost works closely with Faculties, other areas of Chancellery and external partners.

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 centered around five intersecting themes: place, community, education, discovery and global.

6.3 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>