

# POSITION DESCRIPTION



Student and Scholarly Services  
Chief Operating Officer Portfolio

## Student Equity and Disability Services Project Implementation Lead

<b>POSITION NUMBER</b>	0064102
<b>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</b>	UOM 8 - \$119,752 - \$129,607 per annum
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full Time (1 FTE)
<b>BASIS OF EMPLOYMENT</b>	Fixed term available for 1 year
<b>HOW TO APPLY</b>	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.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Kylie Gillman Tel 0409 188 224 Email <a href="mailto:k.gillman@unimelb.edu.au">k.gillman@unimelb.edu.au</a> <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](http://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.

**Student Equity & Disability Services (SEDS)** facilitates and supports an equitable learning environment for students through the provision of services and advice to students and staff. This includes support for students who have a disability and/or ongoing medical condition, are carers, elite athletes / performers, or are defence reservists / emergency volunteers, or participate in cultural / religious observance.

A key action from the University's current *Disability Inclusion Action Plan* was a review of SEDS, which commenced in late 2023. Recommendations from the Review were delivered to the Sponsors in March, 2024, with the University Executive subsequently endorsing the University's response and action plan.

## **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 Project Implementation Lead is a new, Fixed Term, role within Student Equity and Disability Services (SEDS) requiring successful engagement with key stakeholders across the University. This is a pivotal role in understanding organisational and user needs for the new client relationship management system, ensuring the technology design aligns with professional practice service requirements as identified by the recommendations from the SEDS Review. The Lead will work with the technology team to ensure requirements are captured to facilitate improvements in SEDS and University-wide service delivery practice and the student experience.

The incumbent requires project management skills, and systems and reporting knowledge, to support the operation and implementation of process improvements across SEDS, and the end-to-end process for students registering for ongoing support. Being able to develop a thorough understanding of the practice values and compliance requirements of equity services, as well as understanding the role of technical system solutions for service improvements, is an important part of the role. The role is a critical member of the team responsible for the development of a contemporary fit-for-purpose system that will transform client/student interactions and practice management.

The successful candidate will act as a liaison between Operational Performance Group, Business Services and the SEDS management team in co-developing the technological solution, ensuring alignment of the CRM system capabilities, professional best practice requirements, and the provision of process improvements as identified in the SEDS review.

The incumbent will contribute their expertise and stakeholder engagement capabilities to support the end-to-end implementation of streams of work. This will include monitoring project deliverables and timelines and working collaboratively with students and stakeholders across all aspects of the project to identify gaps and improvements to the service offering. A key component of the role will be sharing knowledge and expertise to support the development and operationalisation of an effective technical database solution.

Working closely with the key oversight governance groups and identified stakeholders, this role will be hands-on and will ensure the technological and other systems requirements are endorsed by the Business

Process Owner, Business Services and supported by the faculties. This will require stakeholder engagement with all specified key stakeholders throughout the process of development and implementation.

The role will suit an enthusiastic individual with strong project management skills and experience. Being able to understand Academic Adjustment Plan and Alternative Exam Arrangement processes will be important, as is the ability to develop effective working relationships with students and stakeholders at all levels.

Reporting line: Associate Director (Student Equity and Disability Services)

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: 0

#### **Key Dimensions and Responsibilities:**

Task level: Moderate

Organisational knowledge: Significant

Judgement: Significant

Operational context: University-wide

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:**

- Work collaboratively with cross-functional teams, including academic and professional staff in Faculties, students, business analysts and software developers, to develop and execute project plans that promote collaboration and enhanced delivery.
- Engage with all service areas to ensure any technological solutions align to identified program improvements, ensure policy compliance and an improved student experience
- Play a crucial role in assessing the options of the impact of the change proposed to be delivered, both internal to SEDS and the Faculties, and more broadly due to changes in procedures and business processes, including workflows

- Schedule and convene project meetings, attend project governance/reference group meetings, and working or technical group meetings.
- Ensure that issues raised across the teams are dealt with in a timely manner, and, where appropriate, escalated to senior managers/governance groups for resolution. Identify potential risks and issues and develop appropriate risk mitigation strategies in collaboration with project teams.
- With Operational Performance Group, Business Services and SEDS, develop project plans, including sequencing of technology and process improvements identified and approved by the Business Process Owner and key stakeholders
- Develop and maintain project documentation, including project plans, status/progress reports, and meeting agendas and minutes.
- Employ appropriate engagement strategies to understand and monitor stakeholder requirements and expectations throughout the project lifecycle.
- Exercise judgement in problem-solving within a complex project environment, adapting as needed in response to changes while balancing the interests of the various project stakeholders.
- Support the planning and delivery of project communications to a wide range of stakeholders, including progress reports to governance/reference groups, and other audiences as appropriate.
- Continuously develop professional knowledge to facilitate the success of the technology, process and practice changes to SEDS

### **Selection Criteria:**

#### Education/Qualifications

1. The appointee will have: a tertiary qualification with subsequent relevant experience or equivalent competence and knowledge gained through a combination of education, training and experience.

#### Knowledge and skills:

1. Demonstrated experience in program / project management in technology and process improvements, with knowledge of risk and issues management, and reporting including understanding legislative and policy requirements within educational environments
2. Demonstrated knowledge of process improvement frameworks, process management practices, and experience in realising process gains and associated metrics
3. Well-developed interpersonal and stakeholder management skills, with the ability to build trust with staff in business services, process owners, academic and professional staff across multiple levels in an organisation
4. Well-developed conceptual, analytical, and problem-solving skills, with an ability to connect key program areas to deliver the systems and technological solutions
5. A high level of written and verbal communication skills including presentation skills with diverse stakeholders including professional, academic staff and students

6. Ability to interpret user requirements into client relationship management technological solutions, particularly for the establishment of technology improvements and broader practice and process improvements
7. Knowledge, understanding and experience of working with policies and procedures and their translation into systems processes and work practices

**Other job related information:**

- 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.
- Occasional work out of ordinary hours and travel may be required.