

POSITION DESCRIPTION



Student and Scholarly Services
Chief Operating Officer Portfolio

Head, Wilam Hall

POSITION NUMBER	0010689
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	Senior Manager 1
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full time
BASIS OF EMPLOYMENT	Fixed term – 5 years
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	Susan Bradley Email susan.bradley@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 would like to acknowledge and pay respect to the Traditional Owners of the lands upon which our campuses are situated, the Wurundjeri and Boon Wurrung peoples, the Yorta Yorta Nation, the Dja Dja Wurrung people. We acknowledge that the land on which we meet and learn was the place of age-old ceremonies, of celebration, initiation and renewal, and that the local Aboriginal peoples have had and continue to have a unique role in the life of these lands.

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.

UNIVERSITY COLLEGES AND RESIDENTIAL LIFE PORTFOLIO

The University Colleges and Residential Life portfolio is a newly created portfolio in Student and Scholarly Services that brings together all University-owned residential accommodation, including colleges, halls and accommodation facilities. This includes International House, Wilam Hall, Lisa Belleair House, Little Hall and the Lofts at Melbourne Connect, as well as functions in the Residential Services Team.

The University Colleges and Residential Life portfolio is responsible for delivering a high-quality student and residential experience that supports students to thrive while living on campus, by creating and maintaining a community of scholars with a strong sense of belonging and connectedness to their peers and the University as a whole. The University Colleges and Residential Life program is designed to holistically support student wellbeing, social connectedness, career readiness, academic success and civic responsibility, tailored to each cohort's needs and in line with the University's wider strategic objectives to enhance the student experience.

The portfolio also manages the operations of our student residences, encompassing marketing and recruitment, residential admissions and selection, finance, facilities, third-party supplier and contract management, Advancement and alumni management, and systems administration and reporting.

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 Head, Wilam Hall is responsible for developing and maintaining an excellent academic and social environment at Wilam Hall to deliver an enriching and developmental experience for students, both personally and academically. The Head will work to ensure that Wilam Hall's programs of support reflect the unique identity of the residency and the diverse student body it supports.

The Head will work collaboratively with the Director, University Colleges and Residential Life, other heads of residences and team members within the Portfolio to coordinate and optimise the support, programs and services provided to students. This includes the development and delivery of residential programs focussing on academic support and connection of peers, pastoral care, safety, security and support for the students at the residence.

This role will also be required to promote and raise the profile of the University Colleges and Residential Life portfolio, including Wilam Hall, within the University and the wider community. The Head will contribute to the development and implementation of a University Colleges and Residential Life Strategy. The appointee will also liaise with the Wilam Hall Advisory Board to support the work of the Hall and with affiliated colleges of the University through the Heads of University Accommodation and Colleges Committee.

Reporting line: Director, University Colleges and Residential Life

No. of direct reports: 3

No. of indirect reports: 0

Direct budget accountability: Wilam Hall

Key Dimensions and Responsibilities:

Task level: Extensive

Organisational knowledge: Extensive

Judgement: Extensive

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:

- Develop and maintain a safe, friendly and educationally purposeful living environment for residents to ensure students thrive at the University of Melbourne.
- Lead and manage a professional, reliable and layered pastoral care system, which proactively nurtures residents' wellbeing and reactively manages student welfare issues, incidents and crises.
- Working with the Residential Services Team, lead the delivery of programs to residents which enhance their wellbeing, social connectedness, career readiness, academic success, and civic responsibility.
- Co-create a University Colleges and Residential Life strategy for all university owned accommodations, working closely with the Deputy Vice Chancellor (People and Community) to strengthen the resident experience whilst preserving the unique identity and offering of the Hall.
- Work collaboratively with areas of the University and cross-functionally across Student and Scholarly Services to enable wholistic support and service provision for students.
- Develop, implement, monitor and report on the strategic direction and initiatives of the Hall and build and strengthen the College's history and institutional narrative.
- Monitor and manage, together with the Residential Services team, the quality of services delivered by contractors and other third-party providers of services at the Hall.
- Contribute to the financial plan and monitor and authorise all expenditure and income within agreed budget.
- In consultation with the Advancement Manager and University's Advancement team, prepare and implement comprehensive community and alumni engagement and philanthropic plans and actively network and seek opportunities to enhance the reputation and awareness of the Portfolio and Wilam Hall.
- Uphold and apply policies, procedures and protocols which ensure the smooth and effective day-to-day operation of Wilam Hall, including performance, codes of behaviour and appropriate handling of discipline issues.
- Monitor, mitigate and escalate risks according to the University and the Hall's risk framework.

Selection Criteria:

Education/Qualifications

1. A relevant postgraduate qualification, preferably at doctoral level (Academic Level C/D) and proven leadership and management expertise at an educational institution. Preference will be given to those whose experience is in the higher education sector.

Knowledge and Skills:

2. Demonstrated ability to develop and implement strategic and operational plans, and to establish and implement initiatives that enable successful execution of plans.
3. Proven ability to develop strong relationships and engage, collaborate, consult and negotiate with a broad group of internal and external stakeholders at all levels, including donors, senior managers and students.
4. A strong track record of outstanding management and leadership skills, with demonstrated ability to foster a collaborative and cooperative work environment and develop high performing teams.
5. Demonstrated versatility, flexibility and a high level of self-motivation and initiative to recommend, develop and implement innovative solutions. Capacity to work effectively as a team member and individually as required.
6. A demonstrated ability to provide high-level effective business leadership and direction with strong people, operational and financial management skills.
7. Experience in driving continuous improvement and leading change.

Other job-related information:

1. May be required to work flexible hours to support events or manage issues.
2. Employment in this position is conditional upon reception and maintenance of a Working with Children Check.