

POSITION DESCRIPTION



Student and Scholarly Services
Chief Operation Officer Portfolio

Curriculum Data & Reporting Officer

POSITION NUMBER	0032353
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UoM5 (\$83,159 – 95,518 per annum)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term available for 12 months
HOW TO APPLY	<p>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.</p> <p>Indigenous applicants are encouraged to apply.</p>
CONTACT FOR ENQUIRIES ONLY	<p>Rhyl Ballantyne Tel +61 3 9035 9444 Email: ryl.ballantyne@unimelb.edu.au <i>Please do not send your application to this contact</i></p>

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 <http://about.unimelb.edu.au/strategy-and-leadership>

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 the University's

budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of six sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Finance
- Legal and Risk
- 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 University's People Strategy 2015-2020 and policies that address 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 service for excellence and reach the targets of Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:

The Curriculum Data and Reporting Officer liaises with Academic Division stakeholders to understand their needs and requirements for supporting the configuration and publication of academic programs, enabling key student administration activities within the Student Lifecycle from Admissions to Graduations. In doing so, this role will play an important part in seeking to improve student and staff experience of the course and subject configuration and publication process by adapting to and facilitating the constantly changing nature of course and subject design and the flexibility required to support it and the academic divisions that run it.

The Curriculum Data and Reporting Officer will be responsible for the relationship management of Academic Divisions ensuring their course and subject data requirements are facilitated and their configuration and publication needs are adequately prioritised and delivered in time for the annual handbook publication and re-enrolment opening.

The role will work collaboratively and cooperatively in a team to ensure services are delivered efficiently and effectively to colleagues in Student and Scholarly Services, Business Services, Academic Divisions and Chancellery to support a successful student experience and effective delivery of the University's curriculum. Developing stakeholder and relationship building skills, high level communication, and an orientation for service excellence and customer experience is required to be successful in this role.

Reporting line: Team Leader, Curriculum Data & Reporting

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: N/A

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: Works across the University, across Student Administration and supports Academic Divisions.

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:

- Support day to day service delivery and operations in accordance with the business cycle of academic and student administration activities to ensure efficient and effective delivery of curriculum configuration and publication across the University community to agreed schedule. This will include;
 - Partnering and establishing customer relationships with the Academic Divisions to liaise, discuss and respond to their curriculum needs
 - Enable and support course and subject data updates, creations and discontinuations
 - Provide key user support for bespoke, complex systems that store course and subject data
 - Manage the production and updating of process and system documentation
 - Support the annual publication of the University Handbook and opening of Re-enrolment
 - Provide support to stakeholders and stakeholder groups by preparing reports and relevant documentation
 - Entry of accurate curriculum information in CAPS and StudentOne
 - Management of different workflow queues for course and subject updates and issues, including prioritising requests and escalating where required
- Identify and develop initiatives working collaboratively with colleagues in Academic Services and Academic Divisions, to support providers to ensure a customer-focused and coordinated approach to improve the experience of the student lifecycle.
- Contribute to the team's achievement of agreed service levels, standards and reporting requirements through the use of data analytics and performance tracking whilst providing to a high level of service orientation to our customers ensuring accuracy, responsiveness and timeliness.
- Proactively contribute to service improvements and innovation initiatives based on data analysis and feedback, working in partnership with customers and colleagues to implement and deliver business improvements
- Actively participate in and contribute to coverage of peak period activities across the Student Administration portfolio to enable Academic Services to provide high quality and accurate services in a timely manner to Academic Divisions and students.
- Support government reporting requirements for the University, including the collation and transmission of reports and access systems where required.
- Demonstrate and model a commitment to proactively and enthusiastically contribute to a positive and professional customer-focused work environment that fosters innovation, teamwork, high level of drive to meet and exceed targets, continuous improvement and job satisfaction.
- Participate in and contribute to coverage of peak period activities across Student Administration and the broader SASS portfolio as required to enable operational obligations and agree service levels to be met.

- Adhere to compliance and quality assurance, in line with requirements under the University's risk management framework including OH&S.

Selection Criteria:

Education/Qualifications

1. The appointee will have: Undergraduate qualifications in a relevant discipline and or equivalent mix of relevant experience and education/training.

Knowledge and skills:

2. Data literate and skilled in using databases, spreadsheets and other digital tools and applications to undertake tasks and analyse data for action and to inform decision-making
3. Demonstrated Customer-focused orientation, with excellent customer service, engagement and communication skills
4. Experience in contributing to process improvement activities and cross-functional working groups to implement positive change
5. Experience and willingness to problem solve data issues with a customer-centric focus
6. Demonstrated ability to work within and across teams to achieve University-wide outcomes
7. Excellent planning and organisation skills and attributes, and ability to work to a deadline
8. Demonstrated experience supporting complex and bespoke systems, and ability to pick up new systems easily.

Desirable skills:

9. Demonstrated knowledge and familiarity with the student administration lifecycle, an understanding of the system architecture that supports it, and the role of course and subject data within the student experience.

Other job related information:

Employment in this position is conditional upon reception and maintenance of a Working With Children Check