

POSITION DESCRIPTION

Employment Compliance Directorate

Office of the Provost

Case Management Officer

Position No	0064197
Classification	UOM 7
Salary	\$106,432 - \$115,211 (pro rata for part-time)
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	Lucy Beguely Email lucy.beguely@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 Case Management Officer plays a key role within the Employment Compliance function, dedicated to supporting the University in meeting its compliance obligations across legislative and Enterprise Agreement requirements through providing system, practice and reporting support. This position contributes to the University's compliance efforts by assisting with broader compliance practice, wage enquires, investigations and claims to achieve effective employment practices and remuneration standards. In this role, the Case Management Officer will be responsible for triaging and progressing claims and investigations, using data and systems to inform, and implement necessary remediation activities and practice changes.

The Case Management Officer will develop and maintain strong and effective working relationships with key stakeholders across the University including senior leaders, payroll and payroll systems and legal teams as they work on sensitive matters requiring a high level of discretion, problem solving and organisational knowledge.

Reporting line: Case Management Lead

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: N/A

1. Key Responsibilities

- ▶ Support key activities relating to the triaging, scoping, validating and resolving cases and investigations issuing from non-compliance.
- ▶ Coordinate preliminary case assessments, engaging with local areas to interview relevant parties, gather information, documents and data in a sensitive environment.
- ▶ Complete initial analysis of key compliance metrics using quantitative and qualitative data to assist in the assessment of compliance issues.
- ▶ Prepare reporting summaries to inform conclusions and recommendations for responses to stakeholders, seeking appropriate expert advice and approval as required.

- ▶ Communicate insights and requirements in both written and verbal forms effectively to a range of stakeholders.
- ▶ Maintain accurate records and documentation ensuring record management is up to date, confidential and secure.
- ▶ Use knowledge of past and current Enterprise Agreement's, as well as associated University policy, procedures and practices, in interpreting claims and investigations as they enter the stream, interpreting related clauses and applying these to evidence.
- ▶ Build and maintain strong partnerships as a trusted advisor and collaborator with other business units, functional areas and internal and external stakeholders.
- ▶ Support smooth coordination of competing claims and broader compliance priorities, reinforcing stream practice for optimal efficiency.
- ▶ Provide accurate data support for function and support related compliance activities as required.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ Tertiary qualification in a relevant discipline, and or an equivalent combination of relevant experience and education/training.
- ▶ Advanced Microsoft Office skills with a high-level of experience in Excel, including experience with large and complex data sets.
- ▶ Demonstrated experience working in investigative capacity, building appropriate lines of enquiry that efficiently distil a course of action in cases where there may be insufficient information.
- ▶ Ability to coordinate documentation, support and data collection pertaining to case management, including planning, prioritising and managing high volumes of work.
- ▶ Experience working with Australian workplace legislation, modern awards, and agreements.
- ▶ Experience analysing data and information from a multitude of systems, identifying issues and reporting on findings.
- ▶ Excellent interpersonal skills with the ability to productively engage with a range of stakeholders across all levels and develop strong working relationships.
- ▶ Excellent written and verbal communication with well-developed attention to detail and ability to craft communications to target audience.
- ▶ Experience working with confidential data with respect for information privacy.

2.2 DESIRABLE

- ▶ Experience working in the higher education sector, or a similar regulatory environment will be highly regarded.
- ▶ Experience and knowledge of risk, compliance, and regulatory frameworks.
- ▶ Experience working in a large, complex organisation with matrix-style reporting lines.

2.3 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.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

- ▶ Reporting to the Case Management Lead, the Case Management Officer works under general direction, exercising a degree of autonomy within defined guidelines and established procedures. While guidance and support are available as required, the Case Management Officer is expected to manage day to day responsibilities, triage cases, and conduct initial assessments. This role requires the ability to apply sound judgement and initiative in progressing case investigations and working with stakeholders, while escalating complex issues to the Case Management Lead as necessary.

3.2 PROBLEM SOLVING AND JUDGEMENT

- ▶ The Case Management Officer will be responsible for performing and undertaking complex assignments and will need to be comfortable working in a detailed manner, identifying courses of action across a broad range of collective and individual cases. The position will apply technical expertise, and be guided by policy, frameworks, data and systems to inform appropriate remediation activities and practice changes.
- ▶ The Case Management Officer is required to manage complex cases by adapting effectively to ambiguity, adjusting strategies as new situations arise.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ▶ The Case Management Officer requires experience in reviewing and interpreting modern awards and Enterprise Agreements and an understanding and/or experience with risk management frameworks and compliance. The Case Management Officer will apply sound judgment and decision making in interpreting claims and investigations as they enter the stream, interpreting related clauses and applying these to evidence effectively to resolve cases.

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 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>

6.2 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 centred 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>