

POSITION DESCRIPTION



Student and Scholarly Services
Chief Operating Officer Portfolio

Senior Student Campus Operations Officer

POSITION NUMBER	0059383
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 6 - \$96,459 - \$104,413 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term available for 12 months
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	Shari Blanck Tel +61 3 9035 7575 Email blancks@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 Elders, and descendants of the Wurundjeri people who have been and are the Custodians of these lands. We acknowledge that the land on which we meet 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 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.

STUDENT SUCCESS

Staff in Student Success deliver a wide range of services directly to students, and in some cases staff. Student-facing services typically focus on supporting students' general induction and orientation to the university, their transition through their degree with support services that contribute to a positive, safe student experience, and supporting a successful transition into the workplace. Services also includes a range of wellbeing-focussed teams that address the emotional, psychological, physical health, spiritual welfare, and safety of 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 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:

This student-facing role will work to coordinate and deliver operational support across extra- and co-curricular spaces and programs to enable student experience, employability and enrichment events, services and activations. This role requires strong administrative, data management, interpersonal and customer service skills. A strong commitment to working collaboratively with team members and colleagues from across the University, continuous process improvement, and an ability to observe relevant University policies and guidelines is also essential.

Reporting line: Student Programs Lead

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: Student and Scholarly Services

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:

- Act as a key contact or initial point of reference to support student facing services, activities and experiences within identified extra- and co-curricular campus locations
- Coordinate operational arrangements surrounding space management, on-boarding and venue operation processes and activities for in-scope venues, locations and programs
- Coordinate training, support and supervision of casual staff (including Students@Work interns) and volunteers during campus activities, events and service delivery
- Provide assistance to team members, ensuring that up to date knowledge of activities is maintained to be able to assist other team members across other services and events during peak periods
- Oversee financial processes and records for in-scope activities, and support the procurement of relevant equipment and materials
- Coordinate digital signage and screens in campus locations

Selection Criteria:

Education/Qualifications

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

Knowledge and skills:

2. Demonstrate COO values of by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people, and building relationships in your workplace
3. Demonstrated experience working in a public-facing customer service context, ideally in a tertiary student experience environment

4. High level of initiative with demonstrated ability to work autonomously, plan, implement, prioritise, and achieve deadlines
5. Excellent interpersonal skills, with an ability to relate positively on an individual basis with a wide range of people from students to senior management and external stakeholders
6. Excellent verbal and written communication skills with the ability to relate effectively with a range of people across all levels of the organisation
7. High ability to work independently and as part of a team, with a demonstrated commitment to providing excellent customer service / service experiences.
8. High level organisation and time management skills, with the ability to work under pressure and prioritise tasks, and with the flexibility to manage competing demands
9. Demonstrated expertise in operations coordination in complex environments with multiple stakeholders

Desirable:

10. Demonstrated experience in enterprise systems, such as Qualtrics, Salesforce, Priava

Other job related information:

Occasional work out of ordinary hours

Special Requirements:

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