



## POSITION DESCRIPTION

**Melbourne School of Health Sciences**  
Faculty of Medicine, Dentistry and Health Sciences

### Operations Manager

<b>POSITION NO</b>	0045365
<b>CLASSIFICATION</b>	UOM 9
<b>SALARY</b>	\$139,693 - \$145,339 p.a. (pro rata for part-time)
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full-time (1.0 FTE)
<b>BASIS OF EMPLOYMENT</b>	Continuing
<b>OTHER BENEFITS</b>	<a href="https://about.unimelb.edu.au/careers/staff-benefits">https://about.unimelb.edu.au/careers/staff-benefits</a>
<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>	Patricia Murray Tel +61 3 8344 7766 Email <a href="mailto:p.murray@unimelb.edu.au">p.murray@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.

## ***Position Summary***

Working in a complex environment, the Operations Manager is a broad role that will provide operational leadership for the Melbourne School of Health Sciences (MSHS) to ensure effective delivery of all operational aspects of the School. The Operations Manager is responsible for the development, coordination, and implementation of facilities and infrastructure support for research and teaching activities for MSHS, including project management, relationship building, and reporting. The portfolio includes leadership and oversight of the School's communications and engagement initiatives; provision of executive and administrative assistance to Head of School and heads of department; management of the School facilities team; local finance; human resources; building and space logistics and general operations.

The School Operations Manager will lead the professional staff in the provision of excellent service to internal and external stakeholders, enabling other teams to successfully meet their goals. As Operations Manager, you will demonstrate effective leadership across these critical areas of administration including implementation of continuous improvement, risk management and business continuity processes.

MSHS comprises five departments and six disciplines located across multiple sites. You will oversee a team comprising 11 Full-time equivalent (FTE) staff to support these functions and work in conjunction with School and Faculty leadership teams. You will be expected to juggle numerous concurrent tasks, and design, implement and coordinate administrative and related processes that are impacted by many moving parts, and provide a clear framework for operational effectiveness within MSHS.

This role will suit someone with excellent knowledge of tertiary sector, with proven leadership skills and who can demonstrate a track record of innovating and implementing policy and procedure in a changing and challenging environment.

We foster a values-based culture of innovation and creativity to enhance the research performance of the University and to achieve excellence in teaching research outcomes. We invest in developing the careers and wellbeing of our students and staff and expect our employees to live our values of

- Collaboration and teamwork
- Compassion
- Respect

- Integrity
- Accountability

## ***1. Key Responsibilities***

### **1.1 LEADERSHIP**

- Lead and manage the Operations team to deliver the cyclical workload and deliver consistently high quality service across the School overseeing administration and compliance including, finance administration, human resource management, facilities, engagement, operations, and resources management.
- Effectively motivate, coach and manage staff to achieve goals. Provide clear performance expectations, regular feedback and document performance outcomes, ensuring poor performance is addressed, and high performance nurtured and rewarded. Lead the operations team to ensure that high level executive support is provided to the Head of School and heads of department
- Maintain a work environment that promotes collaboration, joint planning, and the sharing of knowledge.
- Monitor and report on the quality, efficiency and responsiveness of relevant University Services and Faculty Services ensuring that the School is receiving agreed level of service and support.

### **1.2 OPERATIONAL MANAGEMENT AND SERVICE DELIVERY**

- Local resources management, including procurement activities, i-expenses, infrastructure requirements, local staff recruitment management and day-to-day non-salary expenditure oversight.
- Ensure governance structures function effectively, including School and Department level committee meetings and establishing and implementing appropriate record keeping processes
- Oversee the School's office workspace and strategy, including liaising with University Services as required.
- Design and implementation of School operational planning processes, monitor progress throughout the year, evaluate outcomes and make recommendations for change.
- Lead, facilitate and implement process improvements across operational and logistical aspects of the School.
- Manage local HR administration through the supervision of staff responsible for continuing, fixed-term and casual recruitment processes, including coordination of local induction.
- Oversee management and delivery of support services that are specific to the requirements of each Department.
- Manage local processes to ensure oversight of external secondment arrangements for academic staff across the 6 disciplines of the school Communications and engagement
- Lead the development and delivery of internal and external communications for the School, including our internet and intranet presence
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### 1.3 RESPONSIBILITY AND COMPLIANCE

- Maintain a sound knowledge of current University policy and procedures, and reliably follow these and provide compliance advice to others
- Oversee compliance and quality assurance management, in line with requirements under the University's risk management framework including legislation, statutes, regulations and policies as well as Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5.

## 2. Selection Criteria

### 2.1 ESSENTIAL

- A relevant postgraduate qualification and management experience, or extensive management experience and proven management expertise, or an equivalent combination of relevant experience and/or training.
- Proven ability to effectively lead and motivate staff to deliver high quality, professional and timely services within budget and to prioritise workloads and identify appropriate staff development.
- Demonstrated ability to provide leadership and effective supervision to staff, with a proven ability to build a cooperative and inclusive workplace culture.
- Well-developed professional organisational skills including the ability to coordinate workflow, determine priorities, schedule tasks to meet deadlines and effectively balance competing demands within a high-pressure environment.
- Demonstrated ability to develop and align operational plans and establish and implement procedures and initiatives to enable delivery of plans.
- Excellent communication and interpersonal skills including the demonstrated ability to present information clearly in person and in writing, influence and negotiate, and to interact both discretely and effectively with staff at all levels.
- Demonstrated ability to identify problems, exercise judgement, and make recommendations and decisions.
- Exceptional analytical, conceptual and problem-solving skills.
- Demonstrated ability to adapt to new situations, and quickly assimilate new concepts and information, and deliver positive, innovative solutions to complex operational issues.

### 2.2 DESIRABLE

- Previous management experience in a tertiary education environment.
- Demonstrated experienced in managing engagement and communications strategies.

### 2.3 OTHER JOB-RELATED INFORMATION

- This position requires the incumbent to hold a current and valid Working with Children Check.
- Occasional out of hours required assisting with functions, meetings, or student related events such as Open Day.
- Annual leave must be taken at a time which accommodates the peak workflows of the area.

### **3. Job Complexity, Skills, Knowledge**

#### **3.1 LEVEL OF SUPERVISION / INDEPENDENCE**

The Operations Manager has responsibility for management of their own tasks, and that of their team. They work under the broad supervision of the School Manager and is expected to work independently on the achievement of objectives of the role.

#### **3.2 PROBLEM SOLVING AND JUDGEMENT**

The incumbent is expected to identify and resolve complex problems using judgement based on significant professional experience and knowledge, determining how relevant policies can be best applied to resolve issues.

The incumbent will have the capacity to adapt and implement new procedures and processes in accordance with School and University policy.

The incumbent is expected to contribute to improving the School's performance by identifying problems, exploring options, developing and testing processes and systems and implementing solutions, while operating at all times within University policies. The occupant will be responsible for individual and team time management and be expected to use initiative in prioritising work, balancing a range of tasks simultaneously and prioritising these efficiently.

#### **3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

The ability to gain and apply a clear understanding of the organisation and role of the School is essential. The incumbent is expected to develop a detailed knowledge of the School and University's policies and procedures that affect its activities. A thorough knowledge of the structures and processes of the School, as well as across the University will be required to be developed.

#### **3.4 RESOURCE MANAGEMENT**

The Operations Manager is responsible for the supervision of all professional staff in the Administration, Facilities and Communications and engagement teams across all three MSHS sites, and the deployment of those staffing resources.

#### **3.5 BREADTH OF THE POSITION**

The position supports the activities and strategy of the Melbourne School of Health Sciences, and will interact with the broader Faculty of Medicine, Dentistry and Health Sciences, as well as University, external bodies, and students, as required.

The role provides leadership for staff located across 3 MSHS sites

The occupant will need to interact effectively and appropriately with a variety of staff at all levels, both internal and external to the University, on many different issues.

The incumbent will work particularly effectively with the School's Executive team including the Head of School, heads of department, directors of Learning and Teaching, Graduate Research, Research, and Engagement.

## **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 ORGANISATION UNIT**

<http://healthsciences.unimelb.edu.au/>

The work of the School of Health Sciences is to deliver teaching in an engaging and innovative learning environment, to research new and best practice methodologies and innovations in the areas of Health Sciences, and to develop and improve health outcomes for all Australians. We are here to discover, empower and transform global health and wellbeing.

The School has a passion, commitment and energy to be an active creator and contributor to change and improvement in the health sector in our global network. Global for us starts with local; attending to the critical health conditions for Australians, to deeply learn, understand and apply Indigenous knowledge in relation to health, and to contribute to equity of health resources, care provided, experiences and outcomes. And taking this

local focus to a global perspective, both to learn, and to contribute to learning across borders and divides.

The School of Health Sciences operating model creates an inter-professional learning community at the forefront of leadership in health sciences education, clinical research, scholarship, professional practice, workforce training and knowledge exchange.

The School works closely with a broad network of valued partners in Australia and worldwide to:

- educate graduate entry and post-graduate students in the disciplines of Nursing, Social Work, Physiotherapy, Audiology, Speech Pathology, and Optometry and Vision Sciences through accredited programs tailored to workforce needs nationally and internationally;
- provide national and international health sciences students with professional training to enable them to be competent and effective health professionals who are work ready, eligible for registration and primary contact practitioners;
- advance the careers of experienced professionals through education and training that enables them to be leaders in their field;
- train graduate research students to become independent researchers and well-prepared for their future research, clinical, professional or academic careers;
- continue to create and support initiatives that enhance the overall lived experience, safety and advancement of our students at the University of Melbourne;
- obtain external funding and conduct high quality clinical research and knowledge transfer and exchange activities with impact nationally and internationally;
- deliver professional education courses and training for the health sciences professions;
- build strong relationships and active programs of interaction with the alumni in each discipline;
- continue to build effective collaborations with clinicians, patients, the healthcare sector, the research community, governments, industry partners and communities in Australia and internationally.

## 6.2 BUDGET DIVISION

[www.mdhs.unimelb.edu.au](http://www.mdhs.unimelb.edu.au)

The Faculty of Medicine, Dentistry and Health Sciences is an extremely diverse faculty comprised of six schools, and a number of departments and centres. Our Faculty is renowned for global leadership in health research, policy and practice. We recognise partnerships and collaborations are an integral facet of our development and a major strength of the Faculty is our ability to work collaboratively with our partners to benefit the community. Our leadership team provides strategic direction for research, teaching, training and governance across the Faculty. We work to improve the health and wellbeing of the communities we serve. We invest in developing the careers and wellbeing of our students and staff, fostering a culture that supports us all to do our best work. We are guided by our values in our pursuit of excellence.

## 6.3 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>

#### 6.4 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.

#### 6.5 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>