Business Services
Chief Operating Officer Portfolio

Program Coordinator

POSITION NUMBER	0062939
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 6 - $96,459 - $104,413 per annum (pro rata for parttime)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
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	Olivia Stocks Tel: +61 435 233 201 Email: olivia.stocks@unimelb.edu.au *Please do not send your application to this contact*

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 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

BUSINESS SERVICES

Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.

- Academic Technology: maintains and develops systems for research and student and learning.
  - Campus Management: provides transport, cleaning, maintenance, security, and mail services.
- Client services: provides phone, in-person, and online services to the University.
- Cybersecurity: prevents, detects, and responds to threats, balancing risks with impacts.
- Enterprise Technology: maintains and develops the systems the University relies upon.
- Finance Services: manages financial systems, obligations, and risk across the University.
- Health and Safety provide staff with access to knowledge and tools to work safely.
- HR Services: supports travel and payroll administration, recruitment, and development.
- Melbourne Bioresources: collaborates with researchers to maintain animal welfare standards.
- Construction Program Delivery: leads the delivery of critical University capital programs.
- Research Computing services provides computing, data management and support services.

Business Services works with a shared set of values. These values give us simple cues to choose the right way to behave in any situation. These are the essence of our shared culture:

University First
- Act in the best interests of the University.
- Focused on supporting education and research.
- Engage with curiosity and empathy.

Service Excellence
- Committed to enhancing the experience.
- Take ownership and creatively tackle challenges.
- Collaborative problem solvers.

One Team
- Count on and care about each other.
- Embrace our differences.
- Talk with, not about.

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 role will provide crucial support to delivery of employee engagement programs across a diverse group of professional staff. The Program Coordinator collaborates with the Employee Experience Specialist, Business Services leadership team and People and Culture Business Partners to develop and deliver programs across organisational culture, hybrid work and talent development. The Program Coordinator plays a pivotal role in the planning, implementation and evaluation of various initiatives that ensure Business Services is a great place to work. In the first instance, this role is the Program Coordinator for the new IT Emerging Talent Program.

This role will involve coordinating a wide range of activities, from organising training sessions and graduate program rotations, and ensuring the seamless execution of people programs, handling logistics, communications, and stakeholder engagement effectively. Additionally, the Program Coordinator will play a key role in monitoring program outcomes and collecting feedback from participants to continuously improve program effectiveness and impact. A passion for working in a values-led organisation and adapting approach to various business needs will serve the incumbent well.

Reporting line: Manager, Planning & Integration
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Minimal

Judgement: Moderate

Operational context: *

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:

Program planning and implementation:

- Work closely with the Employee Experience Specialist to develop and implement program plans, ensuring alignment with organisational objectives and culture.
- Coordinate logistics and scheduling for program activities including, but not restricted to, engagement events, interviews, onboarding and training programs.
- Act as contact point with external partners to ensure the smooth execution of the programs, particularly the annual recruitment process for the IT Emerging Talent program.

Stakeholder collaboration:

- Collaborate with internal stakeholders, particularly the Business Services Leadership team, people leaders, program participants, and other stakeholders to ensure alignment of program objectives with organisational needs.
- Liaise with the external partners to communicate program requirements, facilitate timelines, and expectations, fostering a collaborative working relationship.
- Communicate with stakeholders to seek feedback and identify opportunities for program improvement or expansion.

Program evaluation and improvement:

- Assist in monitoring and evaluating the effectiveness of the program, collecting feedback from participants and stakeholders, and the external recruitment partner.
- Identify areas for improvement and recommend enhancements to program processes and initiatives.

Documentation and reporting:

- Maintain accurate records of program activities, program metrics and participant data..
- Prepare regular reports and updates for management, summarising program progress, achievements, and challenges.

Selection Criteria:

Education/Qualifications

1. Relevant qualification in HR, Business/Commerce or a related discipline, or an equivalent combination of relevant experience and education/training.

Knowledge and skills:

2. Demonstrated experience in program coordination, preferably in a complex organisation. This includes planning, implementing and evaluating programs.

3. Experience and/or interest in talent development, organisational culture and performance is desirable

4. Strong organisational skills and attention to detail, with the ability to manage multiple tasks and deadlines simultaneously. This includes coordinating program logistics, and developing and monitoring project plans.

5. Excellent written and verbal communication skills. This includes drafting communications materials and preparing presentations for a senior leadership audience.

6. Excellent interpersonal skills, with the ability to build rapport and engage effectively with diverse groups of stakeholders.

7. Strong analytical and problem-solving abilities, drawing actionable insights from qualitative and quantitative data to inform program improvements.

8. Ability to work autonomously and as part of a team, demonstrating flexibility and adaptability in a dynamic environment.

9. A curious mindset and a demonstrated ability to understand and communicate complex topics to a broad audience.