THE UNIVERSITY OF MELBOURNE

Faculty of Engineering & Information Technology

Business Improvement Lead

POSITION NO x	0062885
CLASSIFICATION	UoM8
SALARY	$119,742 - $129,607 p.a. (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time (1.0 FTE)
BASIS OF EMPLOYMENT	Continuing
LOCATION DETAILS	The Faculty of Engineering and Information Technology (FEIT) is primarily located on the Parkville Campus. However, in the future as we move to a multi precinct model there may be a requirement to relocate either permanently or flexibly elsewhere including, but not limited to, Melbourne Connect, Heidelberg, Aitkenhead Centre for Medical Discoveries (ACMD), Fishermans Bend. This position may be required to travel and work across multiple locations.
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	Hari Gomatam Email hari.gomatam@unimelb.edu.au *Please do not send your application to this contact*

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

Date Created: 01/04/2023

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

1.1 ABOUT BUSINESS IMPROVEMENT

You will step into an impactful, purpose-driven role contributing to the business improvement and quality focused activities across the Infrastructure Services team for the Faculty. Working collaboratively with other FEIT teams, you will support the alignment of the Faculties Business Improvements activities with developing appropriate solutions to optimise, streamline and improve Infrastructure Operations.

Responsibilities include:

- Solid working knowledge of quality management framework and standards
- Ability to work independently, flexibly, co-operatively and efficiently
- Background in delivering innovative and practical solutions

1.2 ROLE OVERVIEW

The Business Improvement Lead develops and manages the systems used by the Infrastructure Services team as well as standard operating procedures and reporting. They lead compliance activity and continuous improvement across the Faculty to ensure effective and efficient use of FEIT facilities.

The Business Improvement Lead also connects with wider university services to drive collaboration and consistent practices across the University. This role reports directly to the HSW and Business Improvement Manager.

2. Key Responsibilities

- Provide direction to and oversee the performance of the business improvement team to deliver services that support Infrastructure Services team.

- Provide monitoring, reporting and advice to the FEIT executive on business improvement opportunities to drive effective and efficient operations and a continuous improvement ethos.

- Implement business rules for the charge out system for the use of the workshop, equipment and spaces, and technical and laboratory service staff.

- Develop, implement and maintain quality management system aligned with ISO 9001

- Ensure preparation and compliance for internal and external audits.

- Lead data reporting and analysis to meet compliance obligations and inform opportunities for business improvement.

- Facilitate innovation through knowledge management, sharing ideas and examples of best practice to promote continuous improvement across the Infrastructure Services

- Identify operational improvements and consult, design and/or deliver a variety of services (e.g. training/operational materials, process or system modifications) to maximise service quality, efficiency and continuity. This includes the routine adoption of continuous improvement practices in consultation with key stakeholders.

- Apply theoretical knowledge or management or policy expertise to bring together diverse and sometimes conflicting information to solve new or one-off problems, to develop innovative methodologies, to analyse a situation and propose new responses or solutions or to take a leading role in the application of proven techniques involving considerable theoretical and technical sophistication.

- Anticipate customer needs/requests, identify opportunities and facilitate change management.

3. Selection Criteria

3.1 ESSENTIAL

- A relevant degree or an equivalent combination of relevant experience and/or educational training.

- Knowledge and experience of working within a certified quality management system (e.g. ISO 9001)

- Excellent interpersonal and communication skills including the ability to work with stakeholders to understand challenges and influence outcomes to drive a strong compliance and continuous improvement culture.

- Experience managing a team including allocation of tasks and supporting personal development.

- Excellent problem solving and analytical skills with the ability to prioritise problems and develop new solutions to drive business improvement and with an ability to manage several different projects concurrently.

- Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.

- Ability to apply theoretical knowledge or management or policy expertise to bring together diverse and sometimes conflicting information to solve problems.

- Ability to develop innovative methodologies or take a leading role in the application of proven techniques involving considerable theoretical and technical sophistication.

- Demonstrated ability to manage multiple stakeholders to achieve stated outcomes and work in a collaborative workplace setting.

- Technical writing skills focussed on delivering procedural and quality outcomes through the development and maintenance of guidance documents, processes and other operational collateral

- Knowledge or qualifications (e.g. Cert IV Training and assessment) in the development and delivery of training for the purposes of knowledge transfer within a University environment.

3.2 DESIRABLE

- Experience in a tertiary education environment.

- Experience working in scientific laboratory and/or workshop environments.

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The role works independently and is responsible for other professional roles. It is the escalation point for business improvement matters across FEIT infrastructure services and provides advice to users in Schools and across the Faculty.

4.2 PROBLEM SOLVING AND JUDGEMENT

Operates in a complex environment providing strategic analysis, support and advice to the Faculty and to Schools regarding their use of labs and spaces.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

Senior technical level skillset with a trade or degree qualification and demonstrated specialisation in business improvement and application of health and safety policies and legislation to a laboratory environment. Requires the ability to interpret and apply workplace health and safety regulations.

4.4 RESOURCE MANAGEMENT

Operational management responsibilities for a small team of professionals.

4.5 BREADTH OF THE POSITION

Operates across the discipline of business improvement and analysis as applied to the Faculty and use of facilities.

5. 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.

6. 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.

7. Other Information

7.1 FACULTY OF ENGINEERING AND INFORMATION TECHNOLOGY

The Faculty of Engineering and Information Technology (FEIT) has been the leading Australian provider of engineering and IT education and research for over 150 years. We are a multidisciplinary Faculty organised into three key Schools; Computing and Information Systems (CIS), Chemical and Biomedical Engineering (CBE) and Electrical, Mechanical and Infrastructure Engineering (EMI). FEIT continues to attract top staff and students with a global reputation and has a commitment to knowledge for the betterment of society.

7.2 ORGANISATIONAL UNIT

The role sits within the broader Infrastructure Team, who provide a range of services to the broader Faculty made up of the following functional areas:

- Laboratory and Technical Services
- Infrastructure Operations Services
- Health Safety Wellbeing and Business Improvement
- Workspace Services
- Cultural Collection and Assets

    https://unimelbcloud.sharepoint.com/teams/feit-infrastructure-team

7.3 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

7.4 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.

7.5 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