



## POSITION DESCRIPTION

Office of the Provost  
Chancellery

### Operations Assistant (Melbourne Online)

<b>POSITION NO</b>	0062864
<b>CLASSIFICATION</b>	UOM 5
<b>SALARY</b>	\$83,159 - \$95,518 p.a
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full time (1 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>	Belinda Cain Email <a href="mailto:belinda.cain@unimelb.edu.au">belinda.cain@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***

The University's Advancing Melbourne and Advancing Students and Education strategies set out a vision to enhance Melbourne's position as a leader in higher education. Through targeted investment, Melbourne Online is the University of Melbourne's newly created online education business.

At Melbourne Online, we are not just educators; we're leaders in education, and this newly created role is key to this transformative journey. Reporting to the Operations Coordinator, the Operations Assistant provides essential administrative support to the operations team, focusing on tasks such as reporting, booking, scheduling, and general administrative duties. They play a key role in ensuring the smooth functioning of operational processes by assisting with various administrative tasks and supporting the team in meeting operational objectives.

The ideal candidate will be highly organised, detail-oriented, and proficient in administrative tasks, enabling them to contribute effectively to the efficient operation of the team.

## 1. Key Responsibilities

- ▶ **Administrative Support:** Provide administrative assistance to the operations team, including managing correspondence, organising files, and handling documentation.
- ▶ **Reporting:** Assist in generating and compiling reports on operational activities, performance metrics, and project status for internal stakeholders.
- ▶ **Booking and Scheduling:** Coordinate bookings, appointments, and meetings for the operations team, ensuring accuracy and timeliness.
- ▶ **Data Entry:** Input and maintain accurate records in databases, spreadsheets, and other systems used by the operations team.
- ▶ **Communication:** Facilitate communication within the operations team and with external parties, responding to inquiries and providing information as needed.
- ▶ **Documentation Management:** Manage and maintain documentation, records, and files related to operational activities, ensuring confidentiality and compliance with organisational policies.
- ▶ **General Assistance:** Provide general assistance and support to the operations team as required, including assisting with ad hoc tasks and projects.

## 2. Selection Criteria

### 2.1 ESSENTIAL

- Diploma or certificate in Business Administration, Office Administration, or a related field.
- Previous experience in an administrative support role, preferably in an operations or project management environment.
- Proficiency in office productivity software, including Microsoft Office suite (Word, Excel, PowerPoint, Outlook).
- Strong organisational skills with the ability to prioritize tasks and manage time effectively.
- Excellent communication skills, both verbal and written, with a customer service-oriented approach.
- Attention to detail and accuracy in performing administrative tasks, data entry, and documentation management.
- Ability to work collaboratively in a team environment and adapt to changing priorities and deadlines.

## 3. Job Complexity, Skills & Knowledge

### 3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Operations Assistant works under the supervision of the Operations Coordinator and follows established procedures and guidelines in performing administrative tasks.

### 3.2 PROBLEM SOLVING AND JUDGEMENT

Basic problem-solving skills are required to address routine administrative issues and inquiries and escalate complex issues to the appropriate personnel.

### 3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Operations Assistant must have a basic understanding of administrative processes and procedures, as well as familiarity with office software and tools.

### 3.4 RESOURCE MANAGEMENT

The role involves managing administrative resources, such as office supplies and equipment, to support operational activities.

### 3.5 BREADTH OF THE POSITION

The scope of responsibilities encompasses administrative support for the operations team, with opportunities for learning and development in various operational areas.

## 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 CHANCELLERY

Chancellery is led by the Vice Chancellor and has a university-wide focus on:

- Delivering strategic leadership
- Allocating capital according to strategic priorities
- Developing and overseeing a business framework that includes appropriate financial and other organisational planning and controls.
- Ensuring identity or brand is consistent with strategic intent and purpose, and
- Overseeing policies and initiatives that develop the academic and professional expertise of university staff members.

### 6.2 OFFICE OF THE PROVOST

Led by the Provost, the Office of the Provost supports the achievement of the vision and objectives for education, people and community set out in *Advancing Melbourne 2030*. The Office of the Provost portfolio sits alongside other divisions (Research, International, Strategy & Culture, Administration & Finance) within Chancellery, and is responsible for strategic leadership in:

- Education and student experience, including curriculum, teaching and learning quality and innovation, learning technologies and spaces, student wellbeing and engagement and widening participation for students from disadvantaged backgrounds.
- People and community, including Human Resources, academic and professional staff careers, University community-building, diversity and inclusion for students and staff, and the Respect at Melbourne program.
- Indigenous strategy, including research, education and engagement, student and staff planning, truth-telling and cultural heritage.

The Office of the Provost works closely with Faculties, other areas of Chancellery and external partners.

### 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>