

POSITION DESCRIPTION



Business Services

CHIEF OPERATING OFFICER PORTFOLIO

Service Delivery Senior Consultant

DATE	
POSITION NUMBER	0036957
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	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	Brooke Whyte Telephone: 0401 261 478 Email: brooke.whyte@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

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 services to all operating entities of the University and comprises thirteen teams supporting the University community.

- Academic Technology: maintains and develops systems for research and student and learning.
- Campus Services: 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 Operations: 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.
- Program Delivery: leads the delivery of critical University capital programs.
- Research Computing services provides computing, data management and support services.
- Space Management: manages University spaces, tenancies, leases, and traders on campus.
- Strategy, Innovation, and Assurance provides IT strategy, innovation, and governance.

The Executive Director Business Services and Chief Information Officer is Byron Collins.

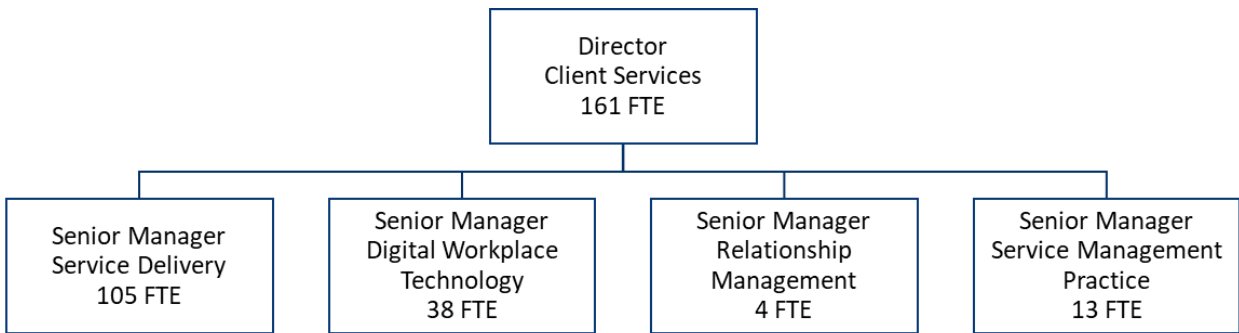
CLIENT SERVICES

Client Services is an omni channel service access and delivery group, Customer Relationships, Digital Dexterity, Service Management Practice Single point of first contact for service consumers focused on user experience and service improvement. There are four teams in Client Services:

- Service Deliver
- Digital Workplace Services
- Service Management Practice

- Relationship Management

The Director is Christopher van der Weyden.



SERVICE DELIVERY

Service Delivery is comprised of eight teams covering the three core service delivery channels of voice, digital and in person. The in-person service delivery channel is organised by cluster of approximately even sized groups of faculties and Chancellery:

1. MDHS - Faculty of Medicine, Dentistry and Health Sciences
2. HASS - Humanities and Social Sciences: Consisting of the Faculty of Business and Economics, Melbourne Law School and Melbourne Graduate School of Education, Arts: Consisting of Arts and the Faculty of Fine Arts and Music
3. STEM - Engineering: Consisting of Faculty of Architecture, Building and Planning and the Faculty of Engineering and Information Technology., Sciences: Consisting of the Faculty of Science and Faculty of Veterinary and Agricultural
4. Chancellery, Logistics and Events: Supporting key functions delivered by Administrative Divisions across the University, University events and staff relocations.

The voice and digital channels of Service Delivery consists of four knowledge domains of specialization:

1. Workspace Computing: Endpoint compute, Accounts/Access, Phone/Mobility, Web Services and General IT functions.
2. Academic and Research: Digital Collaboration and Delivery, Student and Academic Applications, Research Commercialisation and Grants, Clinical Support and Student IT
3. Facilities and Maintenance: Security and Physical Access, Cleaning and Pest Control, Maintenance, Receptions/Walk-in Centres, Telephony, Health and Safety, Transport and Parking.
4. HR and Finance: Financial Management Enquiries, HR People Management Enquiries, HR Business Systems (ERP) Support

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:

Reporting to the Service Delivery lead, the Senior Consultant is expected to thrive in delivering customer service excellence as well as assisting the team in ensuring all Service Levels and KPI's for the Service Delivery teams are met.

Under moderate direction, the role will require significant domain knowledge and a broad understanding of services provided by Business Services. The Senior Consultant will be responsible in maintaining multiple queues of work, ensuring appropriate time management, workload allocation and quality control for large support teams. The Senior Consultant will also be responsible for a personal queue of work, and expected to log, manage, and resolve service issues and requests reported by clients in a timely and accurate manner.

Senior Consultants will be expected to investigate and resolve 1st and 2nd level incidents over the phone, chat or in person, manage escalations from more junior members of staff within the Service Delivery team and escalate to 3rd level support teams when appropriate to ensure a high degree of customer satisfaction.

Specializing on one or more of the Service Delivery Domains, Senior Consultants will be responsible for delivering support, training, and development of staff within their area as well as acting as an operational

and technical escalation point when required.

Reporting line: Service Delivery Lead

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: NA

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Significant

Judgement: Significant

Operational context: University wide

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:

1. Responsible for efficient and accurate ticket management for all jobs assigned to you and your allocated domain(s). This includes initial diagnosis, classification, prioritization, and action of all support tickets you and your domain encounters.
2. Provide subject matter expertise within your allocated domain, providing service transitional assistance and continuous service improvement for your specialization.
3. Ongoing commitment to develop professional knowledge and skills of all staff within your allocated domains.
4. Provide immediate assistance to academic and professional staff, students and external stakeholders via multiple support channels (e.g., phone, portal, webchat, in person) for any incidents or requests assigned to you by a Service Delivery Senior Consultant.

5. Aid in rostering, workforce management and domain coverage within your area.
6. Provide escalation support in the COOP Walk-In Centre, receptions, and Tech Bar.
7. Forge, support and sustain strong working relationships with members of all areas of COOP and other support staff as well as provide mentoring and training for Peers, Casuals and Trainee staff in Service Delivery Teams.
8. Demonstrate a balanced perspective when following Business Services escalation and triage procedures, escalating tickets as required to an appropriate team member or group depending on the complexity, impact, and severity of issues at hand.
9. Contribute to the Service Delivery operations with an emphasis upon responsiveness, adherence to team workflow and functions, delivery of client focused outcomes, continuous service effectiveness, and sustaining clear and timely communications with clients and team members.
10. Participate in coverage of peak period activities and major incidents across the division enabling Business Services to meet its operational obligations and agreed service levels regardless of events.
11. Demonstrate commitment to actively contributing to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement, and job satisfaction. Continuously develop professional knowledge and skills, keeping up to date with new developments relevant to the role and the organization's broader objectives.
12. Contribute to the development of Business Services Knowledge bases for support staff and end users by consistently providing high quality feedback, updates and new articles in a KCS knowledge environment. Responsible for the maintenance life cycling of all knowledge base articles in your allocated domain(s).
13. Adhere to compliance and quality assurance, in line with requirements under the University's risk management framework including OH&S. Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5.

Selection Criteria:

Education/Qualifications

1. The appointee will have: Undergraduate qualifications in a relevant discipline or equivalent mix of education and relevant experience.
2. Agile Methodologies or relevant experience Knowledge and skills:

Knowledge, Experience, and skills:

1. Demonstrate the Business Services Values of University First 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 as One Team, connecting with people and building relationships in your workplace.
2. Industry based Service Centre training (e.g. HDI, HDAA) or experience and demonstrated ability to deliver solutions in your nominated Cluster, ensuring you put the customer experience at the centre of these actions.
3. Communicate in clear and concise ways via established oral, written and interpersonal skills. This will be demonstrated by the ability to adapt style and communication methods to ensure effective communication with a broad range of stakeholders.
4. Customer Service Qualifications or equivalent training.
5. Previous work history within a Service Centre or in person support team in a large, complex organisation
6. Significant Domain knowledge or experience within one of the domains of specialization or clusters.
7. Breadth of experience in a service operations environment within a large complex organisation.
8. Demonstrated ability to work independently as well as in a team maintaining positive collaborative working relationships, showing high emotional intelligence and self-awareness and prioritise your individual workloads to ensure timely and satisfactory completion of tasks that is empathetic to client needs.

Domain Specific Support:

Consultants are required to provide immediate, proficient level one support in one or more of the domains supported by the Service Delivery teams. Consultants will also provide relief support for other domains and may be required to change primary domain focus to sustain business continuity. The domains currently supported are:

- **Workspace Computing:** Supporting the hardware and software supported by COOP for staff, students and external stakeholders. This also includes University accounts, phone/mobility, web services, email/storage services and other General IT functions.
- **Academic and Business Applications:** Supporting the technical and operational use of our major business applications for staff and students, currently Themis and Student One. This will also include support for the power users of these applications on a day-to-day basis.
- **Digital Collaboration and Delivery:** Supporting the Teaching and Learning spaces via immediate response for issues pertaining to audio visual, lighting, and related IT equipment within supported spaces.

- Network/Telephony: Provide support for the physical network as well as local and mobile telephony systems at the University.
- Research: Provide support and consultation in conjunction with Grants, Commercialisation and Research Platform teams for projects that require high performance computing and other special infrastructure. This will include triage and support for the existing research specific computing solutions and research grant enquiries.
- Security and Access Control Support: Support as a COOP Authorised delegate, providing building access for COOP. First level support University-wide for end users and other power users with auditing, approval, troubleshooting etc. Physical and software building access control including swipe card and lock/key assistance.
- Cleaning and Pest Control Administration: Provide first point of contact administrative assistance for any non-standard or routine cleaning issues across all Melbourne University campuses. Organisation of contract workers on ad-hoc basis when required for non-routine or emergency work.
- Maintenance Administration: Support first point of contact administration and coordination of maintenance tasks to be completed by contractors.
- Transport and Parking: Support the management and booking systems for the University Car fleets, shared parking locations, insurance claims and car fleet renewal.
- Human Resources: Provide first level guidance and expertise in relation to people management matters.
- Finance: Provide first level guidance and expertise in relation to financial management matters.
- Reception/Walk in Centre: The Campus Support Consultants will be responsible for manning the walk-in reception for Business Services.
- Health and Safety: Provide first level guidance and expertise in relation to Health and Safety events, training requirements and operational hazards.
- Relocations & Event Support: Coordination, logistical planning, rostering, and support of events held on University property as a cost recoverable service.
- Clinical and Instrumentation technologies: Technical support for clinics and research teams for the specialized hardware on site.

Other job-related information:

1. May be required to undertake flexible working hours to accommodate University needs.

2. May be required to travel to various University campuses and venues within Metro Melbourne and Regional Victoria. May be required to work from home or in office on a regular basis.
3. If working in a cluster position, the consultant will be required to wear and maintain a uniform.
4. A current first aid level 2 and/or CPR certification is desirable but not essential.
5. May be required to have a current working with children's check (WWCC).
6. May be required to drive University vehicles, a valid driver's licence for Victoria, Australia is required to operate a University vehicle.
7. This position may require lifting of up to 15kg.