



POSITION DESCRIPTION

Faculty of Engineering & Information Technology

Student Guide

POSITION NO	0063964
CLASSIFICATION	UoM 5
SALARY	\$83,159 - \$ 95, 518 p.a. (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Part-time (0.4 to 0.6 FTE)
BASIS OF EMPLOYMENT	Continuing
LOCATION DETAILS	<p>The Faculty of Engineering and information Tehcnology (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.</p> <p>This position may be required to travel and work across multiple locations.</p>
OTHER BENEFITS	https://about.unimelb.edu.au/careers/staff-benefits
HOW TO APPLY	<p>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.</p>
CONTACT FOR ENQUIRIES ONLY	<p>Hari Gomatam Email hari.gomatam@unimelb.edu.au</p> <p><i>Please do not send your application to this contact</i></p>

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.

Position Summary

1.1 ABOUT INFRASTRUCTURE OPERATIONS SERVICES

The Infrastructure and Operations Services function delivers a range of services across infrastructure projects, facilities management, workshop services, student learning spaces and Telstra Creator Space. The function's key objective is to manage the day to day facility services across the faculties technical and teaching and learning spaces, ensure the smooth transition into new facilities and the facilitation and support of academic and research activities within the FEIT.

1.2 ROLE OVERVIEW

The Student Guide supports the day-to-day management of the FEIT's multipurpose teaching, learning and student spaces and assist users of the spaces with teaching and learning activities. They will develop their work readiness skills through learning about the back-end processes to managing the spaces.

This role reports directly to the Student Engagement Lead.

2. Key Responsibilities

- ▶ Contribute as a member of the student engagement team to operate teaching and learning spaces in a way that is accessible and effective for users.
- ▶ Maintain spaces and equipment across the teaching and learning spaces to support effective use of the facilities.
- ▶ Assist students and other users with bookings, use of spaces and facilities to support teaching and learning activities.
- ▶ Support the management of budget, procurement and risk assessment for the spaces with oversight from the Student Engagement Lead to support teaching and learning activities.
- ▶ Support project subjects and student clubs with budget, procurement and risk assessments with oversight from the Student Engagement Lead
- ▶ Maintain OHS requirements across the shared spaces to meet compliance and safety obligations.

3. Selection Criteria

3.1 ESSENTIAL

- ▶ A current University of Melbourne coursework student.
- ▶ A relevant degree and/or trade, or an equivalent combination of relevant experience and/or educational training.
- ▶ Strong interpersonal, written and verbal communication skills with the ability to work as part of a team, and independently.
- ▶ A customer service mindset with experience maintaining high quality services to a range of customers.
- ▶ Demonstrated process improvement mindset, where you question the status quo and offer new and innovative ideas.
- ▶ Commitment and adherence to scientific and ethical integrity

3.2 DESIRABLE

- ▶ Enrolment in an Engineering and IT subject
- ▶ Experience working within a customer service industry
- ▶ Experience working within a scientific or medical laboratory environment.
- ▶ Experience in a tertiary education environment.
- ▶ Australian drivers licence

3.3 OTHER JOB RELATED INFORMATION

- ▶ This position may require the incumbent to hold a current and valid Working with Children Check.
- ▶ Occasional work out of ordinary hours, travel, etc.

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

Role operates under general supervision on routine activity applying established understanding of the multipurpose and learning spaces procedures, policies and systems.

4.2 PROBLEM SOLVING AND JUDGEMENT

Applies expertise in multipurpose and learning spaces procedures, policies and systems to make decisions and provide advice to users. Escalating their queries where required.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

Provide interpretation, advice and decisions on rules and entitlements to multipurpose and learning space users to enable their effective and efficient use.

4.4 RESOURCE MANAGEMENT

This role does not hold accountability for personnel or budgetary resources.

4.5 BREADTH OF THE POSITION

This role performs a series of integrated tasks within the activity of supporting student use of learning spaces. The tasks are similar in each instance but require application to related but different final outcomes.

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 ORGANISATION UNIT

The role sits within the 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>