

POSITION DESCRIPTION

Operational Performance Group

**Chief Operating Officer Portfolio**

Data and Insights SSTP Stream Lead

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| Position Number | 0063865 |
| professionaL CLASSIFICATION STANDARD/SALARY | UOM 10 - $149,670 Click or tap here to enter text. per annum (pro rata for part-time) |
| Superannuation | Employer contribution of 17% |
| WORKING HOURS | Full Time (1 FTE) |
| BASIS OF EMPLOYMENT | Fixed term available for 12 months  (Delete drop-down options if not used) |
| How to Apply | Go to [http://about.unimelb.edu.au/careers](https://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 | Christian Biggs Christian.biggs@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](https://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

**CHOOSE AN ITEM**

The Operational Performance Group delivers functions that facilitate the design, evaluation, and improvement of services across the University, and business partnering services to Chancellery.

**UNIVERSITY DECISION SUPPORT (UDS)**

The University Decision Support function provides the University with a high-quality data asset, reporting and analytical services to support the corporate function, assist students to successfully obtain an education and to facilitate the effective delivery of University based research.

**STUDENT SERVICES TRANSFORMATION PROGRAM (SSTP)**

The Student Services Transformation vision is to deliver a world class University of Melbourne student experience that is personalised, holistic and continuously improving. The STSTP is the hallmark initiative to address several commitments under the Advancing Students and Education Strategy and the University’s Tier 1 focus on student services.

The key objectives for SSTP are:

* Remediate core service delivery to improve student experience, investing in and building on our basic service foundations to ensure that where students need to interact with us through our systems and services, they experience easy and timely resolution of their tasks and are satisfied with the outcome
* Strengthen students' sense of belonging through personalised support, to ensure the support we provide is tailored, meaningful and connected to their broader university experience
* Reframe the provision of student services as an integrated holistic and differentiated support experience, covering all aspects of university life beyond the classroom.

**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:**

The D&I SSTP Stream Lead will lead and execute a workstream within the Student Services Transformation Program, delivering and overseeing the delivery of data, reporting and Insight solutions. This role will be working in a complex environment where you will need to leverage your problem solution mindset and well-honed delivery management skills to deliver the outcomes of the program. This important role will require you to manage across the entire lifecycle of project delivery (Discovery, solution, build, test, transition to BAU), and across the disciplines of data and insights (ETL, data integration, dashboarding, reporting, analytical modelling, and AI). Where required at times, the stream lead may need to write requirement documents, develop wireframes, validate/test solutions.

Reporting line: Director, Data Analytics and Transformation

No. of direct reports: 2

No. of indirect reports: 0

Direct budget accountability: 0

**Core Accountabilities:**

* Engage with stakeholders to understand and document Data and Insight business requirements.
* Conceptualise Data and Insight ideas and translate them into tangible solutions that align with current infrastructure capability and the UDS strategic roadmap. Test and evolve ideas with UDS, SSTP and SASS leadership.
* Develop documents (e.g. requirements, solution option analysis, timelines, etc) as required for stream delivery.
* Build consensus on proposed solutions (between UDS, SASS, Business Services).
* Manage stakeholders expectations and builds relationships
* Scoping, planning and delivery of stream priorities including relevant work packages, activities, deliverables, milestones, resources, risks and interdependencies for the D&I work stream.
* Co-ordinate within UDS for the delivery of services into SSTP e.g. Reporting/Dashboarding, Data acquisition and modelling, etc.
* Work collaboratively with other work streams to support program integration, interdependency management and delivery sequencing.
* Reports to program leadership and Director of Analytics and Transformation on stream updates.
* Build prototypes/wireframes for proposed solutions to support solution conversations and agreements.
* Oversee performance and coaching of direct reports (when onboarded onto the program)

**Selection Criteria:**

Education/Qualifications

1. The appointee will have appropriate education and relevant experience to perform the role as described.

Knowledge and skills:

1. Experience in partnering with senior key stakeholders to identify requirements and develop solutions.
2. Experience in leading Data and Insight project delivery teams.
3. Highly effective project and risk management capabilities
4. Experience in developing AI Solutions and ability to guide technical resources.
5. Excellent presentation, analytical, verbal and written skills

**Other job-related information:**

This position requires the incumbent hold a current and valid Working with Children Check. The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with the Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.

The team operates in a hybrid working environment.

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.