

# POSITION DESCRIPTION



Student and Scholarly Services  
Chief Operating Officer Portfolio

## Senior Operations Officer, Examinations & Graduations

<b>POSITION NUMBER</b>	0048901
<b>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</b>	UOM 6 - \$96,459 - \$104,413 per annum (pro rata for part-time)
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full Time (1 FTE)
<b>BASIS OF EMPLOYMENT</b>	Continuing
<b>HOW TO APPLY</b>	Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , 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.
<b>CONTACT FOR ENQUIRIES ONLY</b>	<i>Pippa Diggins</i> <a href="mailto:pippa.diggins@unimelb.edu.au">pippa.diggins@unimelb.edu.au</a> +61 3 8344 6598 <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)

## **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 the University's budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of six sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

## **STUDENT AND SCHOLARLY SERVICES**

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

## **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 Senior Operations Officer is a key contributor to the operations and events planning and delivery of student ceremonies and examinations for the University of Melbourne. These events are large-scale, high impact, deliver significant volumes and are governed by regulations, policy, and academic integrity with students at the core of all decisions. This role makes a substantial contribution across a range of activities with a particular focus on coordinating exams operations and liaising with the events and logistics team to coordinate onsite arrangements. This role requires superior administrative, data management, interpersonal and customer service skills. A strong commitment to working collaboratively with team members and colleagues from across the University, continuous process improvement, and an ability to observe relevant University policies and guidelines is also essential.

The Senior Operations Officer works collaboratively with colleagues within the Graduations & Examinations team and the Student Administration Portfolio, and develops, maintains, and remediates, where necessary, effective working relationships with Academic, Administrative and Chancellery colleagues and external

suppliers and vendors to ensure high quality and timely service delivery. Strong stakeholder engagement, communication and attention to detail, and an orientation for service excellence and customer experience is required to be successful in this role. This role supports the coordination of casual staff during key event periods to ensure excellent service is delivered efficiently and effectively to support a successful student experience.

The role is based on the Parkville campus.

Reporting line: Team Leader, Event Operations

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: 0

### **Key Dimensions and Responsibilities:**

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: Student and Scholarly Services

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:**

Under the general direction of the Team leader, Event Operations, the Senior Operations Officer will work closely with the operations team across the following core accountabilities:

#### Operations Coordination:

- Contribute to delivering examinations, and student ceremony operations that effectively recognise and meet the needs of a range of student cohorts and Academic Divisions over multiple sites to an excellent standard.
- Support the Team Leader Event Operations in coordinating the operational resources and suppliers required to deliver an annual calendar of event activities.
- Coordinate the end-to-end exam paper printing, coordination and delivery processes, ensuring clear communications with suppliers and Academic Divisions on timelines and printing format requirements.

- Coordinate exam incident reporting procedures, including training and communications to supervisors and Academic Divisions.
- Adhere to the Team Leader Operations and Event Producer's advice on onsite compliance and quality assurance requirements, to ensure that events are conducted in accordance with requirements under the University's risk management framework including OH&S.
- Contribute to the creation of comprehensive event production schedules for every event, run sheets and procedures, to ensure consistency and efficiency across the multiple instances of these events; and contribute to post-event debriefs and reports as requested.

#### Teamwork and Workforce Coordination

- Coordinate the workforce requirements of examinations and student ceremony operations ensuring external workforce suppliers are appropriately briefed on requirements and the continuous improvement and documentation of processes for casual staff selection, recruitment, induction, training, rostering, supervision and evaluation
- Provide training, support and supervision to casual staff (including Students@Work interns) during peak event delivery periods.
- Provide assistance to team members, ensuring that up to date knowledge of activities is maintained to be able to assist other team members across other services and events during peak periods.
- Participate in and contribute to coverage of peak period activities across the team to enable the Graduations and Examinations team to meet its operational obligations and agreed service levels.
- Demonstrate commitment to actively contributing to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction.

#### Event Budgets:

- Ensure operations suppliers are briefed to provide service quotes that are within budget and advise Team Leader Event Operations of any possible overruns.
- Track event budget expenses as required, creating purchase orders and ensuring prompt processing of invoices; model future cost scenarios to help inform future planning.
- Develop processes and procedures to ensure accurate and efficient tracking of financial performance and reporting deadlines

#### Stakeholders:

- Liaise and engage with stakeholders from across and outside of the University to ensure the best outcomes for all involved; foster a strong understanding of Student Ceremonies & Examinations services and connect stakeholders and suppliers to other teams within Academic Services as appropriate; identify and advise Team Leader Operations of emerging issues requiring escalation.
- Management of Vendor responsible for Regalia & Ticketing System to ensure compliance with terms and conditions of agreements and achievement of the agreed service levels. Ensure the

Vendor provides a high quality and timely regalia and ticketing service to graduands at conferral ceremonies

- Liaise with Procurement/Commercial Services/ Vendor Relationship Manager to implement tender processes and Requests for Proposals when required as well as design and assess Vendor KPIs and ensure they are met
- Management of all other Examination and Student Ceremonies Vendors and suppliers as requested, to ensure compliance with terms and conditions of agreements and achievement of agreed service levels. Identify and develop new opportunities for vendor services at conferral ceremonies and formally providing feedback in post event debriefs

#### Process improvement:

- Contribute to planning and projects to improve the state of future activities.

#### **Selection Criteria:**

##### Education/Qualifications

1. The appointee will have undergraduate qualifications in a relevant discipline or an equivalent combination of relevant experience and education/training.

##### Knowledge and skills:

2. Demonstrate COO values of 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, connecting with people, and building relationships in your workplace
3. Strong interpersonal skills, including a proven ability to interact effectively with a wide range of stakeholders including students, team members, colleagues, and external partners in a range of settings
4. Substantial experience in operations coordination in complex environments with multiple stakeholders
5. Excellent verbal and written communication skills. An ability to write professional emails, guidelines, and to develop and deliver training materials is required.
6. A very high level of proficiency using standard application software such as the Microsoft Office suite (e.g. Word, Excel, Outlook), as well as integrated databases and customer relationship management (CRM) systems.
7. Strong financial acumen, including ability to maintain and update budgets, create financial forecasts, and develop processes and procedures to ensure accurate and efficient tracking of financial performance.
8. Demonstrated ability to work autonomously and under direction, exercising sound judgement and decision-making abilities

9. Strong team player, able to maintain a high level of focus and productivity in a busy and changing environment, a ready willingness to contribute to a team focused on delivering high quality student services and events.

**Other job-related information:**

- High level competence required in being able to liaise with a wide range of University and external stakeholders successfully and appropriately, including academics and professional staff
- The incumbent will be required to work intensively during peak periods and to assist in the delivery of high impact events for the University
- After hours and weekend work will be required during event periods
- Employment in this position is conditional upon receipt and maintenance of a Working with Children Check
- The incumbent will be expected to remain compliant with the University's vaccination policy.