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POSITION DESCRIPTION

Office of the Provost  
Chancellery

Customer Service Support Team Leader

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| Position No | 0040739 |
| Classification | UOM 7 |
| Salary | $106,432 - $115,211 p.a. (pro rata for part-time) |
| Superannuation | Employer contribution of 17% |
| WORKING HOURS | Full time (1 FTE) Open to negotiation |
| BASIS OF EMPLOYMENT | Continuing |
| Other Benefits | <https://about.unimelb.edu.au/careers/staff-benefits> |
| How to Apply | 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. |
| contact For enquiries only | Carmel Ivancic, Customer Service Support Manager Email carmel.ivancic@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.

Position Summary

The Customer Service Support Team Leader will play a key role in customer service support, conversion and retention for courses within Melbourne Professional Education (MPE). This role will work closely with internal academic and professional staff stakeholders involved in the delivery of the programs in addition to being responsible for delivery of premium quality service to prospective and current customers. This role is responsible for managing application processing as well as queries from prospective and current customers and academic stakeholders, and contribute to the design, implementation and refinement of processes that support customer acquisition and success.

The Customer Service Support Team Leader will be the key coordinating point for a small group of Customer Service Support Officers and the functions of this team, overseeing team rostering, prioritisation of tasks, and identifying opportunities to improve the utilisation of resources, service performance and the design of processes for efficient and effective operations. The Customer Service Support Team Leader will also act as a mentor to the staff in their team, offering coaching, feedback and training to maximise individual and team performance.

This role will be the first point of escalation for any customer or stakeholder queries directed to each team.

This role also encompasses responsibility for coordinating staff training and development including onboarding, rostering and scheduling of technical support for webinars, and ensuring surge capability of services staff during peak periods.

The Customer Service Support Team Leader may also be involved in shaping non-standard service models and use their deep knowledge of University policy and systems to inform changes.

Commitment to high quality service delivery and outstanding communication and interpersonal skills are central to this role. To be successful in this position, the incumbent will have demonstrated initiative, teamwork and leadership qualities.

# Key Responsibilities

## Operational Activity and service quality

* Coordinate the priorities and activities of the staff within the allocated team; and contribute constructively to the Customer Service Support leadership team with the fellow Team Leaders and the Customer Service Support Manager.
* Deliver expert service and advice to academic and professional staff stakeholders within agreed service standards, including support in the troubleshooting of program configuration queries in collaboration with faculty authorised delegates and other key subject matter experts across the University.
* Collaborate with stakeholders in providing regular updates in relation to customer engagement, at risk behaviour, retention and attend regular meetings with the broader MPE team to provide updates on Customer Service Support functions.
* Working with other Team Leaders and the Customer Service Support Manager, actively contribute to innovation and continuous improvement of practices and processes based on analysis and feedback, collaborating with stakeholders with a view to improve service delivery outcomes for customers and stakeholders.
* Pro-actively identify, problem-solve and escalate any issues, difficulties or problems; follow up to ensure that any issues are resolved and communicated appropriately.
* Maintain a thorough understanding of MPE programs and the subjects within them, as well as strong, positive relationships with key academic and professional stakeholders.
* Provide back-up for other Customer Service Support Team Leaders during periods of leave, or as required.
* Take responsibility for a unique function of the Customer Service Support team – either coordination of the webinar technical support and/or coordination of the fees administrative process and standard communications for online customers.
* Where required, assist with other duties appropriate to the scope of the role and the level of appointment.

#### 1.2 LEADERSHIP AND COLLABORATION

* Coordinate the priorities and activities of the staff within the allocated team and contribute constructively to the Customer Service Support leadership team with fellow Team Leaders and the team manager.
* Act as mentor to the staff within the allocated team, including providing coaching, feedback and one-on-one support to maximise the engagement and performance of individual staff and the allocated team.
* Actively promote collaboration and information exchange across teams, and with key contacts across Academic Services, University Services and academic divisions.
* Support and deliver induction and other training for customer service support staff members.
* Be the first escalation point for student issues, concerns or complaints that cannot be addressed by Customer Service Support Officers.
* Conduct skills gap analysis to identify training and development requirements of student support staff.
* Develop, deliver and maintain training materials and coordinate training and development for staff as needed.

#### 1.3 INNOVATION AND IMPROVEMENT

* In agreed priority areas, contribute to the development and improvement of systems, process improvements, process re-engineering, process updates and new service initiatives for customers or internal clients.
* Assist in maintaining communication templates and content accuracy.
* Maintain an up-to-date knowledge of the University’s policies and procedures and assist in communication strategies to ensure staff and students are kept informed of relevant changes to policy and course requirements.
* Participate in training and professional development opportunities and apply these learnings to support the effective attraction, support and retention of customers and service provision to internal stakeholders.
* Participate in mentoring and coaching sessions as required.

**1.4 RESPONSIBILITY AND COMPLIANCE**

 Provide administrative support for MPEstakeholders, provision of policy advice and other troubleshooting and case-specific support as required

 Maintain all equipment provided, reporting any damage or issues as they arise

 Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5.

# Selection Criteria

Essential

* A degree with subsequent relevant experience; or extensive experience and specialist expertise; or an equivalent combination of relevant experience and/or education/training.
* Excellent written and spoken communication and interpersonal skills.
* Experience in the provision of accessible and expert guidance, support and advice to a range of stakeholders (including academic and professional staff, as well as students).
* Knowledge of and ability to effectively utilise large complex databases such as CRM and student systems, coupled with sound knowledge of MS Word, Excel, Outlook and strong internet search capabilities.
* A demonstrated ability to organise, lead, deliver and continually refine high volume and time-critical activities that entail excellent attention to detail.
* Highly effective communication, customer service and interpersonal skills, with the ability to create, maintain and enhance relationships with staff and other stakeholders through constructive and collaborative interaction to achieve successful outcomes.
* Demonstrated strengths in problem-solving and critical thinking, coupled with sound judgement and ability to interpret policy.
* Proven ability to thrive in a changing and fast paced environment while working in a collegiate manner with other staff, showing flexibility, the ability to rise to a challenge and to lead and guide others within a changing environment.

## Desirable

* Experience working with online and/or students in a University setting.
* An understanding of University teaching and learning, as well as student and program

administration policies.

## other JOB-RELATED information

* Ability to commit to non-standard and extended operating hours as required.
* The incumbent of this position may be required to take escalated support calls outside of standard office hours during term and as rostered.
* Annual leave must be taken at a time that accommodates the peak workflows of the area.
* This position requires the incumbent hold a current and valid Working with Children Check (WWCC). 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 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.

# Job Complexity, Skills, Knowledge

Level of Supervision / Independence

The Customer Service Support Team Leader will work alongside the Customer Service Support Manager, other Team Leaders and a team of Customer Service Support Officers. While general direction and routine supervision are provided, the incumbent must also demonstrate initiative and be able to work independently.

## Problem Solving and Judgement

The Customer Service Support Team Leader requires problem-solving skills and will refer to relevant manuals, process documents and policies to guide their work. The role requires strong organisation skills and a high level of attention to detail. Discretion in relation to the handling of personal information is also an important aspect of the role. The incumbent will be required to monitor and respond to a variety of tasks, often with competing timelines. Time management skills and the ability to prioritise competing demands are essential.

## Professional and Organisational Knowledge

The Customer Service Support Team Leader will be expected to develop knowledge of MPE and University systems, policies and OH&S requirements. Knowledge of the University and its organisational structure is desirable. The incumbent will develop and maintain a strong network throughout the University and call on this network to effectively problem solve issues and ensure effective communication with key stakeholders.

## Resource Management

The Customer Service Support Team Leader is expected to be responsible for their own time management and prioritisation of tasks to ensure that deadlines are met. The role will also manage workflows and resource allocation within the team, taking into consideration established quality standards, timelines and budget objectives.

## Breadth of the position

The Customer Service Support Team Leader liaises with a wide range of stakeholders, including academic and professional staff, prospective and current students, external lecturers, VIPs, visitors, external suppliers, contractors and the general public.

The incumbent will play a key role in the delivery of outstanding customer service, accurate and timely administrative support to online students, and a variety of other student-facing and departmental support activities. The Customer Service Support Team Leader will have a budget of casual hours that they allocate through team rostering, however they do not have any financial budget management responsibilities. The incumbent will mentor casual or junior staff in their allocated team.

# 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.

# 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.

# Other Information

melbourne professional education

Melbourne Professional Education (MPE) works to broaden the University’s educational offerings in an increasingly competitive global environment for talent and skills.

MPE provides an institutional focal point for the development, delivery and promotion of professional, continuing and executive education programs and services for all academic divisions of the University and external organisations.

MPE supports academic divisions to develop and deliver award and non-award education through a range of teaching and learning delivery modes and seeks to broaden opportunities for engagement in a variety of professional sectors.

To contribute towards these objectives, MPE supports and expands the University’s professional, continuing and executive education initiatives through the provision of a coherent, whole-of-University framework.

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 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.

## 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 along other divisions (Research, International, Strategy and Culture, Administration and Finance) within Chancellery, and is responsible for strategic leadership in:

* Education and student experience, including curriculum, teaching and learning quality, learning technology 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.

## 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>

## 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, 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 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 that will reshape the campus and our contribution to the communities we engage with. This strategy and the priorities proposed are centred around five intersecting themes: place, community, education, discovery and global.

## 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>