

POSITION DESCRIPTION

Student and Scholarly Services

**Chief Operating Officer Portfolio**

Associate Director (Equity & Disability Services)

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| Position Number | 0063520 |
| professionaL CLASSIFICATION STANDARD/SALARY | Senior Manager 1 |
| 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](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. |
| contactFor enquiries only | George HabibMob: 0407 925 144Email g.habib@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

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.

**Student Equity & Disability Services** (SEDS) facilitates and supports an equitable learning environment for students through the provision of services and advice to students and staff. This includes support for students who have a disability and/or ongoing medical condition, are carers, elite athletes / performers, or are defence reservists / emergency volunteers, or participate in cultural / religious observance.

A key action from the University’s current *Disability Inclusion Action Plan* was a review of SEDS, which commenced in late 2023. Recommendations from the Review were delivered to the Sponsors in March, 2024, with the University Executive subsequently endorsing the University’s response and action plan.

This new role of Associate Director (Equity & Disability Services) will initially be focused on supporting the implementation of these actions by contributing their leadership as a subject matter expert and experienced practitioner in the broad area of equity and disability service delivery.

**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:**

This new role will be a key leader in the broad area of student equity and disability service delivery, and will be responsible for enabling the design, development, and delivery of a revised and expanded suite of SEDS’ services, including those that require the engagement and support of faculty-based academic staff. The role will actively lead the development of a refreshed SEDS team culture of service excellence and a renewed focus on contributing to an outstanding student experience, especially for SEDS registered students. The incumbent will be required to enhance the University service offer for SEDS registered students enabling equitable access to support, learning and resources to ensure all students at the University can thrive and reach their full potential.

Guided by the University’s *SEDS Review Action Plan*, the initial program of work will also focus on updating and refreshing the SEDS Leadership Team’s ethos, customs, and practices and supporting the wider SEDS team to establish a refreshed culture of service quality and excellence that matches the ambitions of the University in this area of its work. There will also be significant scope to contribute to the development of new ways of working and new student experiences that are enhanced through an uplift in technology and resourcing. A knowledgeable leader in the field, the incumbent will be well versed in the external regulatory environment and best practice in the sector to ensure the University becomes first in class in the support it provides to SEDs registered students.

As a Senior Manager this role will also be a valued member of the SASS Senior Manager cohort, a network of senior staff working across the full remit of Student and Scholarly Services (SASS). The role will work across SASS, faculties, Legal and Risk, Business Services and Chancellery.

Reporting line: Director, Wellbeing Services

No. of direct reports: 2

No. of indirect reports: 20 to 30

Direct budget accountability: TBC

**Key Dimensions and Responsibilities:**

Task level: Significant

Organisational knowledge: Significant

Judgement: Extensive

Operational context: University-wide, working in close collaboration with academic leaders in all Faculties.

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:**

* Operational leadership of the Student Equity & Disability Services team, spanning both emerging initiatives and the delivery of ‘business as usual’ services.
* As a senior local leader, contribute to the delivery of relevant SEDS Review *Action Plan* items, particularly those that sit within SEDS or require SEDS to collaborate with other areas including student services and faculties.
* Directly enable the design, development and delivery of new / refreshed SEDS services and initiatives that support commencing and current students to feel welcome and supported to register with SEDS, and to enact with faculties their Academic Adjustment Plans.
* Actively facilitate opportunities for the co-design and evaluation of SEDS’ services, particularly with students and staff with lived experience of disability.
* Lead, develop and enable expert staff to create a positive work culture where each member is supported in fully taking up their roles.
* Provide specialist advice to the Director and senior leaders on equity, diversity and inclusion with a particular focus on leading practice in accessibility and inclusion in higher education and service delivery.
* Actively collaborate with colleagues across the Chief Operating Officer Portfolio, Chancellery (in particular with the Diversity & Inclusion team), and across the Faculties, with a clear focus on operational matters and service delivery to students.
* Contribute actively and visibly to a step-change in the University’s culture and practice with regards to equitable practices for supporting students with disability.
* Contribute actively as a member of the Student and Scholarly Services senior manager group.
* Conduct regular reviews to ensure services are aligned to relevant University policy and procedures and compliant with the external regulatory environment.

**Special requirements**

* This role is required to be involved in the roster for out-of-hours student welfare matters.

**Selection Criteria:**

Education/Qualifications

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

Knowledge and skills:

1. Demonstrated experience in leading transformational change including the design, delivery and evaluation of services, ideally in a student-focused or similar environment.
2. Demonstrated experience leading teams at a senior level, including project teams that draw together people from a range of operating environments.
3. Demonstrated experience working in large, complex environments. Higher education experience is beneficial, but not essential.
4. Demonstrated skills in developing innovative solutions to complex problems, ideally in a service and practice change management environment.
5. Excellent interpersonal skills and experience managing complex stakeholder relationships to effective outcomes.
6. High level communication skills, including the ability to synthesise data and evidence, and the preparation of reports and presentations.
7. Knowledge of the relevant legislation and frameworks that inform the delivery of inclusive services, including to people with a disability.

**Other job related information:**

* This position requires the incumbent hold a current and valid Working with Children Check.
* Work out of ordinary hours will be required (see Special Requirements above).