

POSITION DESCRIPTION



Student and Scholarly Services
Chief Operating Officer Portfolio

Team Leader, Student Support (Financial Aid)

POSITION NUMBER	0052715
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 7 - \$106,432 - \$115,211 per annum (pro rata for part-time)
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 , 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	Catherine Sedunary Tel +61 3 8344 7556 Email catherine.sedunary@unimelb.edu.au <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

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
- Finance
- 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 Team Leader, Student Support plays a central role in the design, development, delivery and evaluation of the university's financial aid service, responding to the needs of a diverse student community.

Reporting line: Associate Director, Campus Community

No. of direct reports: 2

No. of indirect reports: 0

Direct budget accountability: Variable student support funds are available

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Moderate

Judgement: Significant

Operational context: *

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:

- Lead the day-to-day delivery of financial aid services to students, ensuring that the services are effective in delivering the agreed outcomes for students, and are delivered effectively and professionally, in a context where students may be facing considerable personal stresses and challenges.
- Enable the ongoing development and refinement of effective administrative processes, enabling the timely and accurate payment of student grants and short-term and long-term loans.
- Ensure the development and maintenance of effective self-help and resources for students seeking information and guidance to assist students facing common challenges and to develop agency in the resolution of their challenges
- Actively contribute to innovation and continuous improvement of practices and processes based on analysis and feedback, working collaboratively with stakeholders to inform business improvements.
- Actively contribute to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction.
- Collaborate with stakeholders across the COO portfolio to deliver effective services to students.

Selection Criteria:

Education/Qualifications

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

Knowledge and skills:

2. Demonstrated adoption of values by acting in the best interest of the University; 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. Demonstrated experience in student support services, ideally within financial aid or scholarship services, and developing, delivering and evaluating services against predetermined objectives
4. Demonstrated experience in working with students in an advising context, ideally with experience in a student wellbeing context
5. Demonstrated experience in working with the various social welfare supports most commonly of interest to young people
6. Demonstrated track-record of operational experience, including the development of operational documentation to ensure rigorous and effective operational delivery

7. Strong interpersonal skills, with an ability to relate positively on an individual basis with a wide range of people from students to senior management and external stakeholders
8. High level verbal and written communication skills with the ability to relate effectively with a range of people across all levels of the organisation
9. Experience in the preparation of confidential and sensitive reports and related documentation.

Desirable:

10. Experience with the web-based software SmartyGrants.

Special Requirements:

Employment in this position is conditional upon reception and maintenance of a Working with Children Check