

# POSITION DESCRIPTION



Operational Performance Group  
Chief Operating Officer Portfolio

## Associate Director, Service & Digital Design

<b>POSITION NUMBER</b>	0063667
<b>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</b>	Senior Manager 1 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>	Brad Skrokov, Director, Digital, Design & Service Experience Tel +61418614772 brad.skrokov@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](http://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

### **OPERATIONAL PERFORMANCE GROUP**

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

The OPG brings together a range of cognate business functions and expertise such as: data governance, management, and analytics; business transformation and decision support; operational and service improvement, service design, experience, culture, and capabilities; digital operations; and business continuity planning.

### **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 Associate Director of Service and Digital Design plays a critical role in the Operational Performance Group team leading a core contribution and expertise in our proposition of supporting the University in continuous improvement. Reporting to the Director, Digital, Design & Service Experience, this role has responsibility for leading the Service and Digital Design function and teams.

The Associate Director will play a key leadership role in our focus on co-designing a better everyday experience of University services for students and staff, and helping the University to realise its strategic ambitions through improving the effectiveness and efficiency of services. This includes:

- Leadership and development of the service and digital design function to bring value and impact to the University, students, staff and constituents more broadly through our projects and advice
- Leadership in multi-disciplinary collaboration across Operational Performance Group teams and with colleagues across the University to achieve better outcomes for the University and its constituents
- Leadership and management of Service and Digital Design team members to support their performance, professional and career development, and wellbeing.
- Being part of the senior management team of the Operational Performance Group, contributing on key strategy and operational priorities.

Reporting line: Director Digital, Design and Service Experience

No. of direct reports: 2

No. of indirect reports: 16 to 20

Direct budget accountability: n/a

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

Task level: Significant

Organisational knowledge: Significant

Judgement: Extensive

Operational context: this role will engage with stakeholders across the University including Chancellery, Functions/Service Providers and 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:**

- Actively manage relationships to influence and direct others to ensure that service and digital design initiatives are delivered collaboratively, respond to student, staff and stakeholder needs, and can be effectively transitioned to operations.
- Strategic leadership and influence in driving an uplift in the maturity and impact of service and digital design practices across the University
- Oversee project design and proposal development
- Provide advice and guidance to support University leaders to adopt a culture of continuous improvement through leveraging design disciplines
- Direct the Service Design Manager and Digital Design Manager (and their project teams and work) in an agile matrix environment to draw on the skills, knowledge and expertise necessary for the successful execution of their role.
- Develop and maintain a range of relationships across the Operational Performance Group (OPG) to ensure a clear and consistent value proposition
- Deliver specialist advice, analysis, forecasting and recommendations on customer and user needs and priorities to improve their service experience, and assist in strategic and operational decision making; and
- Ensure the development and monitoring of project, improvement, communication and engagement plans, including effective planning for resource allocation.

#### **Selection Criteria:**

##### **Education/Qualifications**

1. The appointee will have: post graduate qualifications in a relevant discipline and/or equivalent mix of education and relevant work experience.
2. Extensive experience in leadership in the practice of Service and Digital Design (at least five years) in complex organisation/contexts.

##### **Knowledge and skills:**

1. Expert ability in applying service and digital design methodologies such as HCD, CX, UX to solve complex business problems aligned to the priority areas as defined by our strategic, operational and stakeholder needs

2. Sound judgement and experience implementing complex change, including demonstrated innovation in approaching, addressing and/or resolving complex issues and situations.
3. Demonstrated ability to build, maintain and manage relationships with a wide range of internal and external stakeholders and operate in a complex matrix management structure
4. Strong people management skills including the ability to mentor and coach staff.
5. Excellent communication skills including writing and presentation skills, and the ability to communicate with a variety of senior internal and external audiences.
6. Ability to interpret and use quantitative and qualitative data, particularly for the establishment of baseline measures and reporting.
7. Ability to manage multiple initiatives and stakeholders, prioritise activities, and deliver against deadlines.

### **Desirable**

8. Knowledge and understanding of the University's strategic and operational context.
9. Knowledge and understanding of project finance principles and processes and commercial acumen applied to investment decision-making.

### **Other job-related information:**

Occasional work out of ordinary hours.

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