



POSITION DESCRIPTION

Melbourne Dental School
Faculty of Medicine, Dentistry and Health Sciences

School Operations Manager

POSITION NO	0053984
CLASSIFICATION	UOM 8
SALARY	\$119,742 - \$129,607 (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time
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	Charlotte Morgans Tel +61 3 9341 1502 Email c.morgans@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

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

Under the broad direction of the School Manager, the School Operations Manager provides operational leadership within the Melbourne Dental School (MDS) to ensure the effective and efficient delivery of the School's operations portfolio. This crucial role ensure the School's operational processes are efficient, up-to-date, and aligned to the School's overarching strategy.

A vital aspect of this role is providing advice and guidance on the employee lifecycle, which requires a solid understanding of legislative applications, Enterprise Agreement provisions, and University casual management practices. This position oversees the local workforce management processes including the engagement and management of casual staff, administration of fixed-term appointments, local recruitment processes as well as onboarding.

The School Operations Manager provides support to strategic development and planning processes, and manages special projects on behalf of the School Manager or Head of School.

Leading a small but essential team, the Operations Manager works closely with a range of internal and external stakeholders. The success of this team depends on strong leadership, effective planning, coaching, and mentoring. To excel in this role, the incumbent must interpret strategic priorities with an operational mindset, demonstrate exceptional organisational skills, advanced analytical abilities, and take a proactive approach to problem-solving and coordination.

Finally, the Operations Manager is critical in ensuring the smooth operation of the School by staying informed of broader University and Faculty policies and procedures, understanding their impact on the School. This role demands the ability to design, implement, and coordinate administrative processes, providing a clear framework for operational effectiveness within MDS.

Key Responsibilities

Under the broad direction of the School Manager, the School Operations Manager will work with a high level of autonomy to manage key operational portfolios.

1.1 PROFESSIONAL LEADERSHIP

- ▶ Provide leadership to the Operations team ensuring team are supported through development programs and performance reviews to maximise their professional growth, efficiency and effectiveness.
- ▶ Foster and create a supportive and positive environment, enabling the team to manage change and embrace a continuous cycle of process improvement and innovation.
- ▶ Lead and manage the Operations team to deliver the cyclical workload and deliver consistently high-quality support across the School overseeing administration, executive support, engagement and communications, space allocation, access control, IT resourcing, communications and engagement, compliance, HR recruitment and workforce management and finance.
- ▶ Build and maintain strong and effective relationships with internal and external staff to ensure the efficient and effective delivery of operational goals.
- ▶ Monitor and report on the quality, efficiency and responsiveness of relevant University Services and Faculty Services ensuring that the School is receiving agreed level of service and support.
- ▶ Promote and lead the FMDHS and School values through the team as a whole and individuals within the team

1.1 GENERAL OPERATIONS

- ▶ Provide guidance and advice to academic and professional staff, ensuring timely and accurate support in these matters while maintaining compliance with University policy particularly in the areas of workforce management and recruitment.
- ▶ Provide high level support to the School Manager to identify, review, adapt and implement new processes, guidelines and workflow tools, within the context of continuous improvement and innovation to manage the School operations.
- ▶ Support the development of the School's engagement and communications strategy, and oversee, campaigns, processes and activities including the delivery of communication initiative through various communication channels such as social media, newsletters, websites, and the School website and intranet.
- ▶ Lead, facilitate and implement process improvements across operational and logistical aspects of the School.
- ▶ Manage local HR administration through the supervision of staff responsible for continuing, fixed-term and casual recruitment processes, including coordination of local induction.
- ▶ Responsible for project implementation and tracking ensuring adherence to timeline and budget, escalating any issues in a timely manner.
- ▶ In collaboration with the Head of School and School Manager, support the development of strategic, operational and any other associated workforce plans as they arise, and collaborate with key leaders to support this activity. And at times, lead and support special projects that align to operational and strategic objectives.
- ▶ Any other duties commensurate with the position as directed by the Supervisor, including backfill for the School Manager when required.

1.2 FINANCIAL COORDINATION

- ▶ Effectively manage contract issuance, invoicing, and pay concerns. Support School transactional finance activities, monitor expenditure, oversee purchasing processes and practices, and provide high-level advice to the School community.

- ▶ Work in partnership with the School Manager, academic and professional leads to successfully manage and monitor casual engagement and budget.
- ▶ Provide advice and guidance to the School Manager in relation to monitoring, evaluating, and reviewing internal funding plans, budget analysis, and non-salary expenditure as required.

1.3 COMPLIANCE AND OH&S

- ▶ Manage the oversight of the School's Casual Compliance, ensuring strict adherence to updated practices and policies, while also interpreting policy changes to align with the School's specific requirements and objectives.
- ▶ Collaborate closely with relevant staff to oversee the School's compliance responsibilities regarding mandatory training, Performance Development Review (PDR), and other mandatory requirements, ensuring the School achieves high success and completion rates.
- ▶ Maintain a sound knowledge of current University Policy and Procedures, and reliably follow these or provide compliant advice to others.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Section 3 and 4.
- ▶ Behavioural Expectations - All staff are expected to maintain the following behaviours:
 - ▶ Treat everyone equitably; act fairly with staff and demonstrate respect for diversity.
 - ▶ Be an effective team player who is cooperative and gains the trust and support of staff, peers, and clients through collaboration.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ A graduate qualification in a relevant field of study and extensive relevant experience, or an equivalent combination of relevant experience and/or education/training.
- ▶ Demonstrated ability to provide leadership and effective supervision to staff, with a proven ability to build a cooperative and inclusive workplace culture.
- ▶ Well-developed professional organisational skills including the ability to coordinate workflow, determine priorities, schedule tasks to meet deadlines and effectively balance competing demands within a high pressure and complex environment.
- ▶ Proven ability to interpret policies and procedures to provide accurate advice and complete tasks appropriately within a framework of broad guidelines.
- ▶ Excellent communication and interpersonal skills including the demonstrated ability to present information clearly in person and in writing, influence and negotiate, and to interact both discretely and effectively with staff at all levels.
- ▶ Demonstrated ability to exercise judgement, make recommendations and decisions.
- ▶ Exceptional analytical, conceptual and problem-solving skills.
- ▶ Demonstrated ability to adapt to new situations, and quickly assimilate new concepts and information, and deliver positive, innovative solutions to complex operational issues.

2.2 DESIRABLE

- ▶ Experience in or an understanding of the higher education sector
- ▶ Experience in project or change management.

2.3 OTHER JOB RELATED INFORMATION

- ▶ This position requires the incumbent to hold a current and valid Working with Children Check and Police Check.
- ▶ Occasional work out of ordinary hours, travel, etc.

3. *Job Complexity, Skills, Knowledge*

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Under the broad direction of the School Manager, the incumbent will exercise significant judgment and operate with a high degree of autonomy. They will take full responsibility for managing their work, excelling in task prioritisation, and communicating effectively with a diverse range of stakeholders.

3.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent is expected to resolve problems using judgement, common sense and a broad interpretation of existing policies and to adapt or implement new procedures in accordance with School and University policy.

The incumbent is expected to contribute to improving the School's performance by identifying problems, exploring options, developing and testing processes and systems and implementing solutions, while operating at all times within University policies. The occupant will be responsible for individual and team time management and be expected to use initiative in prioritising work, balancing a range of tasks simultaneously and prioritising these efficiently.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The ability to gain and apply a clear understanding of the organisation and role of the School is essential. The incumbent is expected to develop a detailed knowledge of the School and University's policies and procedures that affect its activities. A thorough knowledge of the structures and processes of the School, as well as across the University will be required to be developed.

3.4 RESOURCE MANAGEMENT

The role is responsible for the effective supervision of all professional staff allocated to the operations team and appropriate management and use of any relevant infrastructure and resources.

3.5 BREADTH OF THE POSITION

In this senior role, the incumbent will play a pivotal role in supporting the activities of the Melbourne Dental School, with extensive interaction with the broader Faculty of Medicine,

Dentistry, and Health Sciences, as well as external stakeholders and students, as necessary.

They will be expected to engage effectively and diplomatically with a diverse range of individuals, both internally and externally, spanning various levels within the University hierarchy.

The position supports the activities of the Melbourne Dental School and will interact with the broader Faculty of Medicine, Dentistry and Health Sciences, as well as University, external bodies, and students, as required.

The occupant will need to interact effectively and appropriately with a variety of staff at all levels, both internal and external to the University, on many different issues.

The incumbent will work particularly effectively with the School's Leadership team including the Head of School, Deputy Heads of School, Divisional leads and Program Directors.

4. 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.

5. 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.

6. Other Information

6.1 MELBOURNE DENTAL SCHOOL

www.dental.unimelb.edu.au

The Melbourne Dental School has a strong tradition in dental research and an established international reputation in several research areas. Research in the School is an integral component of staff and student activities underpinning both the undergraduate and graduate curricula. The major research activities of the school are conducted via three Divisions and four major research groups, which range translational biomedical science to clinical studies, pedagogical research. The Head of School joined the University of Melbourne in 2020 and is leading a programme of change within the School focusing on strategic reviews of education, research and organisational structure, known as MDS'25.

6.2 FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES

www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry and Health Sciences (MDHS) is Australia's pre-eminent medical, health sciences and biomedical faculty and is recognised for its research, teaching, training, and policy leadership across all these fields.

The Faculty employs more than 3,000 staff, attracts more than 8,300 students each year and comprises six schools; 37 departments, centres and institutes; and 160 courses.

A large portion of our workforce work in hospital-based departments. We also have over 5,000 honorary staff including hospital-based staff and those in partner research institutes. Our people publish more than 10,000 peer reviewed publications every year and more than 50% of these include an international co-author.

In 2021 our research income was approximately 400M, comprising over 62% of research income for the University of Melbourne and conducting approximately 47% of all research across the University.

We are Australia's overall leader in clinical and health, ranked 14th globally in 2022 by the Times Higher Education World University Rankings. The 2023 Academic Ranking of World Universities ranks the University of Melbourne as first in Australia in clinical medicine (14th internationally), public health (12th internationally), human biological sciences and medical technology.

The University educates more health professionals, graduates, research and higher degree students and attracts more national competitive funding than any other Australian university. The Faculty offers a suite of professional entry masters level graduate programs, including the Doctor of Medicine (MD), the Doctor of Dental Surgery (DDS), and the Doctor of Physiotherapy (DPT) in addition to a range of graduate level programs such as the Master of Public Health, Master of Primary Health Care, Master of Social Work, Master of Clinical Audiology, Master of Speech Pathology, Master of Clinical Optometry, and many more in nursing, social work, health sciences and psychology.

Over 1,400 graduate research students conduct research supervised by over 2,300 staff and honoraries across the Faculty's six schools and in affiliated health services and research institutes. University departments are embedded in a range of health services including the Austin Hospital, Northern Hospital, Royal Melbourne Hospital, St Vincent's Hospital, The Royal Women's Hospital, Royal Children's Hospital, Western Hospital, Mercy Hospital and rural partners such as Goulburn Valley Health.

Our strategic plan, Advancing Health 2030, sets out a unifying vision for the Faculty to meet the challenges of a changing world and continue to make an impact on the health and wellbeing of our communities. The strategy has been designed to support and bring

to life the University's overall Advancing Melbourne strategy. Read more at: <https://mdhs.unimelb.edu.au/advancing-health-2030>

6.3 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>

6.4 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 and 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 both 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 which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

6.5 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>