

## Business Partner

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<b>College/Division</b>	Division of the Chief Operating Officer
<b>School/Section</b>	College Services
<b>Location</b>	Launceston
<b>Classification</b>	HE08
<b>Reporting line</b>	Reports to Manager College Services

### Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social and cultural future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a people-centred University that is values-based, relational, diverse, and development-focused.

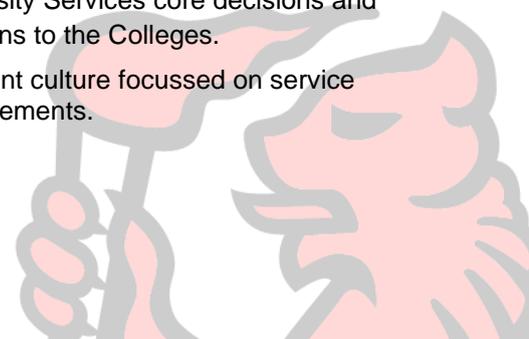
We are seeking to appoint a Business Partner in College Services which is part of the [Division of the Chief Operating Officer](#).

The College Services Business Partner operates within assigned business units (comprising Schools and Colleges) and is responsible for the strategic and operational management of service delivery within these respective areas. The role will work to understand the needs of the business unit and provide expertise, guidance, support, and solutions, closely partnering with School Business Managers to deliver this.

**We are an inclusive workplace committed to ‘working from the strength that diversity brings’ reflected in our Statement of Values. We are dedicated to attracting, retaining and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age and life course bring. Applications are encouraged from all sectors of the community. Tell us how we can make this job work for you.**

### What You'll Do

- Support the Manager College Services and Director University Services to:
  - Engage and communicate with the Colleges at all levels of the organisation
  - Deliver service delivery enhancements into the College portfolio, ensuring objectives are met and that the user experience is maximised
  - Develop the University Services Strategy as it relates to Colleges and their service requirements
  - Review customer feedback and service metrics to improve and refine services / reliability
- Support the Colleges in:
  - Two-way communications with central functional teams
  - The understanding and use of technology and emerging technologies to deliver more efficient and effective outcomes
- Lead a service delivery team, managing workload and performance, career development/skill development, conflict, and ensuring the team's processes and tasks are carried out efficiently.
- Provide the Voice of the Customer to relevant customer facing University Services core decisions and initiatives. Provide service delivery related and relevant communications to the Colleges.
- Contribute to the establishment of a Lean and Continuous Improvement culture focussed on service excellence and underpinned by quality and continuous service improvements.



- Undertake other duties and participate in business partnering projects as required by the Head of School and Business Manager.
- Undertake other duties as required.

#### Other position requirements

- Regular intrastate travel required

#### What We're Looking For (success criteria)

- A degree with relevant finance and management experience and expertise in administrative fields; or an equivalent combination of relevant experience and/or education/training.
- Proven human and financial resource management experience, including resource planning, preparation of financial budgets and reports, project design and costing and contract management.
- Proven team building and team leadership skills, with an ability to work independently.
- Experience with policy interpretation and implementation, including the ongoing review of administrative processes and procedures to ensure they provide a quality management approach.
- Highly developed oral, written, negotiation and inter-personal skills, along with excellent analytical and problem-solving skills, with an ability to think flexibly and be able to respond to changing needs.
- Excellent organisational skills and a demonstrated capacity to act independently within established guidelines, using discretion and sound judgement.
- Practical experience in the application of computer software packages including internet, email, advanced keyboard skills, spreadsheet, database and financial applications.

#### University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

More information:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/careers/our-people-values-and-behaviours>

*The intention of this position description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties above may be altered in accordance with the changing requirements of the position.*

