

POSITION DESCRIPTION

Academic Services
University Services

Team Leader, Scheduling

POSITION NUMBER	0045491
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 8 - \$99,199 - \$107,370 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed Term (12 months)
HOW TO APPLY	<p>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.</p> <p>Indigenous applicants are encouraged to apply.</p>
CONTACT FOR ENQUIRIES ONLY	<p>Medaline Lee</p> <p>Tel +61 3 8344 9556</p> <p>Email medalinel@unimelb.edu.au</p> <p><i>Please do not send your application to this contact</i></p>

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, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

ACADEMIC SERVICES

Academic Services brings together student, academic and library services in an integrated network to support the University's core business of learning and teaching, research and engagement.

This role is located within one of the five service clusters in Academic Services – Student Administration – which manages the student lifecycle from admission to graduation.

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 University's People Strategy 2015-2020 and policies that address 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 strive to service for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The Team Leader, Scheduling is responsible for leading the operational delivery and management of the University's Timetable and Class Registration function to ensure an integrated University-wide Timetable, and from which students can create personalised student timetables in a timely manner. In doing it seeks to improve student and staff experience of the timetable and optimise use of the University's teaching spaces and facilities. This role will have leadership and oversight of all scheduling activities, which in addition to teaching and learning activities will include venue bookings which support research and engagement events (teaching, research and engagement being the core focus of the University and sharing priority in allocating space and facilities accordingly). It will be charged with ensuring all scheduling activities are coordinated, work efficiently and effectively cross-functionally and provide an optimal outcome and experience for students and staff.

A focus of this role over the 12 months will be on leading the review and revision of business rules to best

support the University's business needs and to improve the student experience, process improvement, developing and publishing documentation and support materials and tools, rolling out a communication and training program, and other key enabling support at a time of significant and ongoing change in curriculum management at the University. It will be working alongside and integrating the outcomes from a strategic initiative charged with improving the student and staff experience of the timetable and ensuring the timetabling framework at the University of Melbourne can appropriately respond and adapt to flexible academic programming now and into the future. A similar process improvement initiative will be the focus of venue bookings which support the University's research and engagement events.

In doing so, the Team Leader will ensure services are delivered efficiently and effectively to colleagues in Academic Services, Academic Divisions and Chancellery to support a successful student experience and effective delivery of the University's curriculum through the timetable.

Excellent stakeholder, team leadership, coordination and supervisory skills, high level communication and planning abilities, advanced data literacy and analytics, project management and an orientation for service excellence and customer experience is required to be successful in this role.

Reporting line: Timetable Coordinator (and Subject Matter Expert, Flexible Academic Programming - Timetabling Improvement Initiative)

No. of direct reports: 7

Key Dimensions and Responsibilities:

Task level: Extensive

Organisational knowledge: Extensive

Judgement: Extensive

Operational context: Works across the University, across Student Administration and supports Academic Divisions.

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:

- Overall responsibility for the timetable build including the technical set up, monitoring and remediation of Syllabus Plus in consultation with Academic Applications Management and the Vendor.
- Lead day to day service delivery in accordance with the business cycle of activities to ensure efficient and effective delivery of timetabling and scheduling services across the University and according to the agreed schedule.

- Collect and analyse data to help inform business practices and outcomes and capture and seek stakeholder feedback and attend to/resolve issues within area of responsibility.
- Ensure business rules are aligned with the business needs within the policy framework for Timetabling at the University.
- Identify and develop initiatives working collaborative with colleagues across University Services and Chancellery to ensure a customer focused and coordinated streamlined approach to services that optimise the staff and student experience of the timetable.
- Develop and lead highly developed cross-functional capability and coordinated effort across Student Administration to ensure Curriculum Support enables and supports the enrolment lifecycle and the effective delivery of the University's lifecycle.
- Lead the team to successfully achieve agreed service levels, standards and reporting requirements through the use of analytics and performance tracking mechanisms whilst optimising the provision of accurate, timely and enabling information on the timetable to stakeholders.
- Lead and contribute to a number of working groups charged with reviewing and improving curriculum delivery enablers, managing stakeholder contributions from across Student Administration and the broader University.
- Ensure that programs and services are communicated effectively through the development and implementation of coherent communication strategies including websites, training programs and resource materials and that feedback is utilised in the development and review of programs and services.
- Effectively supervise staff to achieve goals and work as a successful team and cross-functionally across other teams. Hold accountability for staff and team performance. Provide clear performance expectations, regular feedback and document performance outcomes, ensuring poor performance is addressed and high performance nurtured and rewarded under the direction and support of the Manager.
- Develop and manage effective strategic and collaborative working partnerships with key stakeholders within University Services and Academic Divisions in order to successfully engage staff in the delivery of curriculum support services to the University.
- Oversee compliance and quality assurance management, in line with requirements under the University's risk management framework including OH&S.

Selection Criteria:

Education/Qualifications

1. The appointee will have: Undergraduate qualifications in a relevant discipline and or equivalent mix of education and relevant experience.

Knowledge and skills:

2. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace
3. Expert knowledge of curriculum support activities and how they enable the student enrolment lifecycle and contribute to the effective delivery of the University's curriculum
4. Proven experience with supervising staff and successfully achieving consistent outcomes
5. Demonstrated experience in process improvement activities and leading cross-functional working groups to implement change
6. Excellent stakeholder engagement and communication skills
7. Demonstrated ability to lead and work within and across teams to achieve University-wide outcomes
8. Outcome focused orientation
9. Highly skilled in innovation and continuous improvement and change management
10. Experience in the leadership and management of an extensive timetabling function using Syllabus Plus (experience with a preferential Class Registration application highly desirable).

Other job related information:

- High level competence required in being able to successfully and appropriately liaise with a wide range of University and external stakeholders, including academics and professional staff.
- The incumbent will be required to work intensively during peak periods and to deliver high impact outcomes for the University, supervising a team in doing so.