

POSITION DESCRIPTION

Academic Services
University Services

Scholarships Officer

POSITION NUMBER	0040883
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 4 - \$63,707 - \$67,613 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	<p>Geraldine East</p> <p>Tel +61 3 8344 8070</p> <p>Email gmeast@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.

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 desire to strive for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The Scholarships Officer supports the delivery of high standard scholarship services to over 15,000 undergraduate, graduate and research students. Working as part of a team in a fast-paced environment, the Scholarship Officer assists with the administration of applications, recording and notification of outcomes, processing payments and variations to scholarship and providing high standard customer service to students and staff within the University.

Reporting line: *

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: #

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

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:

- Assist with the delivery of application, selection, bestowal and tenure management activities in accordance with the team's operational plan and documented processes, practices and guidelines. This include, preparing scholarship offers, prepare scholarships and payments, and processing system reports and requests.
- Support the team in the delivery of services by responding to staff and student enquiries, assisting with collating data, preparing reports, and monitoring enrolment and progress as directed
- Contribute to the team's achievement of agreed service levels, standards and reporting requirements through the use of analytics and performance tracking whilst optimising the provision of accurate, timely and enabling information to stakeholders
- Contribute to innovation and continuous improvement of practices and processes based on analysis and feedback working collaboratively with stakeholders to ensure that they are meaningfully able to inform business improvements
- Participate in and contribute to coverage of peak period activities across the Division to enable Academic Services to meet its operational obligations and agreed service levels
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined below.
- Continuously develop professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation's broader objectives

Selection Criteria:

Education/Qualifications

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

2. Computer literacy (established – well advanced in the use and leveraging of this competency). Well advanced in learning and using new business enterprise systems, and using MS Office suite, in particular MS Excel to compile, analyse and manipulate data for reporting and work processing purposes.
3. Experience in scholarship administration (Desirable)
4. Experience in the use of University's student management system (StudentOne) (Desirable)

Knowledge and skills:

5. 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.
6. Planning and organisation (acquiring – still developing this competency)
Ability to organise the work of self and others in a way that maximises the achievement of results, and to identify opportunities and problems before they occur and plan accordingly.
7. Service orientation (applying – general use and application of this competency)
Ability to consistently provide high quality service, anticipate the needs of others, and improve service levels.
8. Teamwork (applying – general use and application of this competency):
Ability to find way to build positive and productive working relationships with own team members and across organisational boundaries, and the ability to self-motivate and respond to changing work priorities
9. Outcome focused (acquiring – still developing this competency):
Ability to use reporting and metrics to ensure work is accurate and progressing towards desired outcome, and the ability to remove any barriers to ensure outcomes are achieved.
10. Communication (applying – general use and application of this competency):
Effective written and oral communication appropriate to the context, and the ability to communicate complex matters in a clear and concise manner.

Other job related information:

- The incumbent will be required to represent Scholarships & Bursaries at some out-of-hours activities, such as Open Day.
- Ability to undertake annual leave during peak periods will be limited.