



POSITION DESCRIPTION

School of Mathematics and Statistics
Faculty of Science

Client Services Officer

POSITION NO	0034311
CLASSIFICATION	PSC 4
SALARY	\$63,707 - \$67,613 p.a.
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time
BASIS OF EMPLOYMENT	Continuing
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/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	Angela Brown Tel +61 3 8344 5926 Email ambrown@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

Position Summary

The University of Melbourne's School of Mathematics and Statistics is one of Australia's leading mathematics and statistics schools. It has achieved this status through the high quality of its research and teaching programs. The School covers areas of pure and applied mathematics, and statistics. The School has a growing number of academic staff including postdoctoral research fellows.

The Client Services Officer will support the School of Mathematics and Statistics and provide high quality services as the first point of contact, providing a courteous, knowledgeable and reliable liaison between members of the public and staff.

The position is responsible for supporting students and staff in the School in the day to day administration, such as ordering and monitoring stationery supplies, distributing mail and liaising with couriers, assisting with fleet and postal services and answering general student services enquiries plus general public enquiries on a range of topics via phone, email and in person.

1. Key Responsibilities

- ▶ Ensure a wide range of administrative and reception services are efficiently and effectively provided to staff, students and visitors
- ▶ Ensure that all enquiries are dealt with in a professional and timely manner, including answering basic queries, providing accurate information, and referring more complex matters as appropriate
- ▶ Maintain effective systems for record management of correspondence, emails, and other documents, develop effective tracking systems for recording, processing and follow up on ongoing requests
- ▶ Maintain an up to date and accessible manual of all reception duties, policies and procedures
- ▶ Be the point of contact for staff in the building. This may include maintaining the telephone extension list, coordinating security cards, allocation and control of office keys
- ▶ Accurately maintain a list of staff whereabouts and absentees for each day, and ensure all visitors and contractors are signed in and out
- ▶ Assists with local processing of Faculty and University services activities including finance and employee services tasks (e.g. Accounts payable, Visitors' travel arrangements and reimbursements, ordering of supplies and credit card matters)
- ▶ Assist with the organisation of University and local events such as Open Day, secondary school student and/or teacher events, including venue booking and catering
- ▶ Act as a backup for the Executive Assistant to the Head as required
- ▶ In consultation with the Manager, EHS prepare for EHS audit activities, conduct induction for new staff, maintain reports and record and track training completion.
- ▶ Any other duties allocated by the supervisor from time to time with regard to current workload and which are consistent with the incumbent's experience and skills
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ Completion of a relevant diploma qualification combined with relevant experience, or an equivalent combination of relevant experience and/or education/training
- ▶ Excellent interpersonal and communication skills and ability to deal with a range of people both within and outside the University
- ▶ Excellent written and oral communication skills in order to provide accurate and informed advice
- ▶ Experience in providing administrative/secretarial support
- ▶ Demonstrated outstanding computer skills, including the Microsoft suite
- ▶ Exceptional organisational skills and the demonstrated ability to prioritise tasks and manage time effectively
- ▶ Demonstrated self-motivation and flexibility in responding to changing work priorities, with the capacity to work independently and as a member of a team
- ▶ Demonstrated ability to work with people from diverse cultural backgrounds

2.2 DESIRABLE

- ▶ Previous experience in a higher education environment.

3. Special Requirements

- ▶ The incumbent will be required to undertake Warden Training
- ▶ The incumbent will be required to undertake First Aid Training

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Client Services Officer receives general direction from the Manager, Strategy & operations and Works collaboratively with other members of the School's administration team. The incumbent completes required tasks, prioritising as necessary, and communicates effectively with stakeholders.

4.2 PROBLEM SOLVING AND JUDGEMENT

The Client Services Officer works within the framework of University and School policy. The incumbent will apply their analytical skills to solve a wide range of general tasks or inquiries raised by staff and students but will exercise judgement in seeking assistance with more complex or unusual demands. A degree of judgement is also required to determine work methods and task sequence within specified timelines and standard practices and procedures.

The incumbent also requires a considerable degree of tact, diplomacy and maturity to communicate with a wide range of clients including prospective students, enrolled

students, school administrative and academic staff, University Services staff and members of the general public.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent is required to have a detailed understanding of the policies and procedures relating to the University and general School activities, including the organisational structures and processes that underpin these policies and procedures.

The incumbent should possess excellent computer skills with a demonstrated ability in word processing, web content management, Excel, PowerPoint and the use of databases, as well as well developed understanding of the University systems.

4.4 RESOURCE MANAGEMENT

The Client Services Officer is responsible for the effective administration of their time and resources and contributes to the management of the Schools administrative operations. The Client Services Officer is responsible for the ordering and management of office supplies, and may handle monies through assisting with petty cash tasks.

4.5 BREADTH OF THE POSITION

The position liaises with a broad spectrum of academic staff, general staff, students, prospective students, and members of the general public which requires excellent interpersonal and communication skills. The position also acts as a first point of liaison for the site/building inquiries within the School.

5. 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.

6. 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:

<http://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.

7. Other Information

7.1 ORGANISATION UNIT

The University of Melbourne's School of Mathematics and Statistics is one of Australia's leading mathematics and statistics schools. It has achieved this status through the high quality of its research and teaching programs. The School offers a wide range of subjects to undergraduate and postgraduate students and is involved in aspects of community life that impact on the interests of the School and the discipline.

The School of Mathematics and Statistics has a total of 65 continuing teaching and research staff; 40 research only staff and consultants; 10 teaching specialists, and 16 support staff. The School has over 100 casual and honorary staff. In 2017, there are 100 Research Higher Degree and 78 Coursework Master of Science students. Four members of the School staff and one Emeritus Professor are members of the Academy of Science.

Infrastructure support for research and basic information technology facilities are provided to all members of the School. Special facilities such as high end workstations and salaries for research fellows are supported through individual competitive external research grants. Members of the School have had considerable success at attracting support from the Australian Research Council. The School hosts two ARC Centres of Excellence, has several ARC Laureate, Future and DECRA Fellows.

It is one of the objectives of the University to develop and maintain a strong international profile. In this context, members of the School have strong collaborative links with colleagues in the United States of America, most countries in Europe and the Asia-Pacific region.

The www address of the School of Mathematics and Statistics is

<http://www.ms.unimelb.edu.au>

7.2 FACULTY OF SCIENCE

<http://www.science.unimelb.edu.au>

Science at the University of Melbourne is the most highly ranked Faculty of Science in Australia.* Science is defined by its research excellence in the physical and life sciences and is at the forefront of research addressing major societal issues from climate change to disease. Our discoveries help build an understanding of the world around us.

We have over 150 years of experience in pioneering scientific thinking and analysis, leading to outstanding teaching and learning and offer a curriculum based on highly

relevant research, which empowers our STEM students and graduates to understand and address complexities that impact real world issues and the challenges of tomorrow.

We aspire to engage the broader community with the impact that Science has on our everyday lives. Through the strength of our internships and research project offerings, our students are provided opportunities to engage with industry partners to solve real-world issues.

The Faculty of Science has over 40,000 alumni and is one of the largest faculties in the University comprising seven schools: BioSciences, Chemistry, Earth Sciences, Ecosystem and Forest Sciences, Geography, Mathematics and Statistics, and Physics.

The Faculty is custodian of the Bio21 Molecular Science and Biotechnology Institute, Office for Environmental Programs and home to numerous Centres.

Science manages more than \$280 million of income per annum, with a staff base in the order of 220 professional staff, and more than 540 academic staff.

We offer a range of undergraduate, honours, graduate and research degrees; enrolling over 7,500 undergraduate and graduate students. The Faculty of Science is the custodial Faculty for the BSc (Bachelor of Science) with enrolments of approximately 6,200 students.

The Faculty of Science is a leader in research, contributing approximately \$50 million in HERDC income per annum. The Faculty of Science is highly research focused, performing strongly in the ARC competitive grants schemes, often out-performing the national average. The Faculty of Science is currently growing its competitiveness and standing in the NHMRC space.

The Faculty of Science provides community services and industry partnerships based on a solid foundation of research in the pure and applied sciences. The Faculty has an endowment of approximately \$50 million. The annual income from the endowment supports more than 120 prizes, scholarships and research awards.

*Figures from the latest available data for 2015, including published international rankings data.

7.3 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>.

7.4 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. <http://about.unimelb.edu.au/strategy-and-leadership>

The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs.

<http://research.unimelb.edu.au/our-research/research-at-melbourne>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

- ▶ Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.
- ▶ Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.
- ▶ Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of *Research at Melbourne: Ensuring Excellence and Impact to 2025*.

7.5 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 <http://www.unimelb.edu.au/governance>