



POSITION DESCRIPTION

Legal and Risk
University Services

Process Coordinator

POSITION NO	0042044
CLASSIFICATION	PCS 8
SALARY	\$95,844 - \$103,739 p.a.
SUPERANNUATION	Employer contribution of 17%
EMPLOYMENT TYPE	Full-time (continuing) position
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
CURRENT OCCUPANT	New
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Tamara Jimenez Tel +61 3 8344 4384 Email jimenezt@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 websites:

about.unimelb.edu.au/careers
joining.unimelb.edu.au

Position Summary

This is a high quality customer service role with a focus on implementation of the University's process framework. You will assist staff across the University to analyse, streamline and simplify the University's business processes and utilise your strong leadership and engagement skills to promote a culture of continuous process improvement. In addition, you will administer an online library of University processes and contribute to the broader functions of the Policy and Compliance Education team.

1. Selection Criteria

1.1 ESSENTIAL

- ▶ A tertiary qualification with relevant experience, or an equivalent combination of relevant experience and/or education/training.
- ▶ Highly developed business analysis and process mapping skills and a demonstrated ability to streamline and simplify complex methods or concepts.
- ▶ Strong leadership and project management skills, with proven ability to manage/lead a team or group in the achievement of goals and objectives in an environment of organisational change.
- ▶ Highly effective stakeholder engagement skills, with the ability to build and maintain effective working relationships and act with diplomacy and discretion when dealing with sensitive and confidential issues.
- ▶ Effective written and verbal communication skills, with demonstrated capacity to develop high-quality written materials and develop and deliver presentations for large audiences.
- ▶ Effective organisational skills, with the ability to work flexibly under pressure, manage competing demands and prioritise workload to meet deadlines in a busy environment.
- ▶ Experience in the effective implementation and/or administration of IT systems in a large and complex organisation.
- ▶ Ability to work independently, show initiative and work productively as part of a team.

1.2 DESIRABLE

- ▶ Certificate IV in Training and Assessment, or equivalent experience in the development and delivery of training programs in a workplace environment.
- ▶ Experience in development and maintenance of web content and using a web content management system.

2. Key Responsibilities

- ▶ Implement the University's process framework by leading and engaging staff across the University in process development and improvement.
- ▶ Assist staff across the University to analyse, streamline and simplify the University's business processes to achieve consistency of practice in accordance with the principles of the Melbourne Operating Model.

- ▶ Manage and maintain an online library/infrastructure for publication of University processes and work with infrastructure providers and application developers to ensure suitable technological solutions are designed, implemented and maintained.
- ▶ Provide high-quality advice to staff across the University about the University's process framework and its role within the broader regulatory framework.
- ▶ Coordinate the development, approval, publication and review of processes with University-wide application that support institutional policy.
- ▶ Develop and implement a quality assurance program for University processes to ensure required standards are met and provide appropriate feedback to process owners and editors in a constructive and sensitive manner.
- ▶ Establish and lead a network of process champions to promote a culture of continuous process improvement across the University.
- ▶ Develop and deliver training and/or awareness programs for staff relating to effective process development and mapping.
- ▶ Support the Manager, Policy and Compliance Education in planning and coordinating the team's work and, when requested, lead and manage the Policy and Compliance Education team during periods of absence of the team's manager.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5 or 6.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Process Coordinator is expected to work with a high level of independence under the broad direction of the Manager, Policy and Compliance Education and is responsible for prioritising his/her own tasks to meet deadlines and contribute to team objectives in a timely manner.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Process Coordinator will have strong problem solving skills and demonstrate initiative in resolving conflicts and overcoming challenges, while recognising when it is appropriate to seek assistance or advice. Sound professional judgement is required, especially when dealing with sensitive or confidential issues and tact and diplomacy will often be required when dealing with others.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Process Coordinator requires sound knowledge of the University's organisational structure and the Melbourne Operating Model and how these influence the development and implementation of University processes and other governance instruments.

3.4 RESOURCE MANAGEMENT

When requested, the Process Coordinator will lead and manage the Policy and Compliance Education team during periods of absence of the team's manager.

The Process Coordinator does not have formal responsibility for budget management or allocation. The Process Coordinator is expected to exercise his/her financial delegations responsibly in consultation with relevant senior staff in the Legal and Risk portfolio.

3.5 BREADTH OF THE POSITION

In carrying out his/her duties, the Process Coordinator will liaise and build effective working relationships with staff across the University, including senior management and executives.

4. Other Information

4.1 UNIVERSITY SERVICES

A trusted partner in shared services.

We operate with a clear, responsive, respectful, user-friendly approach and create a problem-solving culture that empowers people to deliver their best.

University Services comprises of approximately 1,600 staff and represents the aggregation and concentration of service delivery capability with the largest administrative unit within the University. It comprises ten portfolios:

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

These portfolios are responsible for the planning, delivery and review of most professional services.

The University Services organisation also plays a key role in defining the service ethos and quality standards for the broad range of services, as well as leading key aspects of transformational change, and defining and influencing future service enhancements. At its core, the benefit from the establishment of University Services has come from building expertise, consolidating like functions / services, eliminating duplication, capturing the benefit of scale, and providing a platform that has improved process and system efficiency.

UNIVERSITY SERVICES VALUES

University Services 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.

4.2 BUDGET DIVISION

This position forms part of the Policy and Compliance Education team, which in turn sits within the Records and Compliance team in the Legal and Risk portfolio in University Services.

The objectives of the Legal and Risk portfolio are to deliver high-quality, integrated, expertise-based professional services and advice to facilitate agile decision making and enable external compliance in support of the University's operations and purpose.

4.3 THE UNIVERSITY OF MELBOURNE

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. With outstanding performance in international rankings, Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked among the world's top universities. Further information about our reputation and global ranking is available at <http://futurestudents.unimelb.edu.au/explore/why-choose-melbourne/reputation-rankings>.

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus 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.

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>.

4.4 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/index.html#home>

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.

4.5 EQUITY AND DIVERSITY

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

4.6 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/unisec/governance.html>.

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:

<http://safety.unimelb.edu.au/topics/responsibilities/>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.