



## POSITION DESCRIPTION

Strategy, Planning and Finance  
Faculty of VCA and MCM

### Business Services Officer

POSITION NO	0043084
CLASSIFICATION	PCS 6
SALARY	\$77,207 - \$83,573 p.a.
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
OTHER BENEFITS	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
HOW TO APPLY	Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	JJ Jacob Tel +61 3 9035 9497 Email <a href="mailto:julia.jacob@unimelb.edu.au">julia.jacob@unimelb.edu.au</a> <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](http://about.unimelb.edu.au/careers)

## ***Position Summary***

The Business Services Officer holds a key role within the Business Services team - part of the Strategy, Planning and Finance unit of the Faculty of the Victorian College of the Arts and Melbourne Conservatorium of Music (VCA and MCM).

The Business Services Officer reports to the Business Manager and is responsible for providing a range of functions including but not limited to business administration services and advice, project management, contributing to annual workforce planning, contract administration and implementing process and system improvements.

As an integral and senior member of a service focused team, the incumbent will work under the broad direction of the Business Manager and will possess advanced organisational and time management skills to effectively balance competing priorities, coordinate workflow and meet deadlines.

The incumbent will have a proven ability to work both collaboratively and autonomously in managing multiple projects and activities in a dynamic and outcome driven environment.

The incumbent may have supervisory responsibility of casual staff and contractors who are engaged as and when driven by business demands.

It is an inherent requirement of the role to establish and maintain strong working relationships with Academic and Professional staff within the Faculty, as well as across the wider University network, in particular with University Services.

## ***1. Key Responsibilities***

### **1.1 BUSINESS ADMINISTRATION SERVICES**

- ▶ Support business services within the Faculty by providing day to day operational administration and advice on a range business functions including but not limited to HR and financial processes, the engagement of casual staff and independent contractors, tracking of sessional/casual budgets across academic disciplines, procurement, processing of invoices and reimbursements, travel arrangements and timecard support
- ▶ Contribute to high quality service provision, taking an integrated approach to service and administration delivery across organisational units and participating in multi-disciplinary/function teams to ensure consistent best practice is delivered
- ▶ Work collaboratively with divisions across the Faculty to achieve high quality outcomes and consult with stakeholders when decision making may have an impact beyond immediate work area
- ▶ Provide advice and recommendations to Academic and Professional staff on a range of business functions within the remit of the team to ensure quality service delivery and compliance in accordance with University Policy and Governance requirements
- ▶ Provide supervisory support and manage work priorities of casual staff and contractors reporting to the role as required

### **1.2 KNOWLEDGE MANAGEMENT**

- ▶ Capture, maintain and disseminate Business Services related information both within and outside the team through mediums such as the Faculty intranet and newsletters, service catalogue and process map bank

- ▶ Maintain, update and refine data integrity and user functionality of workforce planning and administration database and provide relevant support to Heads of Discipline and Academic Subject Coordinators to ensure workforce information supports the accurate submission of timecard entries by payroll deadlines
- ▶ Foster a culture of knowledge management and sharing across the team so that there is a central and accessible repository of business critical information
- ▶ Ensure the shared network drive is kept current within the correct functional folders including processes, procedures, guidelines and key contacts and with necessary version control and archiving protocols in place

### 1.3 PROJECT MANAGEMENT AND CONTINUOUS IMPROVEMENT

- ▶ Contribute to development and implementation of continuous improvement projects, which includes opportunities to lead projects
- ▶ Work proactively to enhance the culture of service excellence and continual improvement including identifying opportunities for process, service and/or system enhancements

### 1.4 GENERAL RESPONSIBILITIES

- ▶ Analyse information and prepare briefing papers and presentations for reporting purposes
- ▶ Contribute to the compliance and quality assurance management, in line with requirements under the University's risk management framework including OH&S, legislation, statutes, regulations and policies
- ▶ Administrative and other duties as required

## 2. Selection Criteria

### 2.1 ESSENTIAL

- ▶ A tertiary degree with substantial relevant experience or an equivalent combination of relevant experience and/or education/training
- ▶ Ability to work independently with general direction and broad supervision, as well as ability to work well in a team to achieve results
- ▶ Excellent interpersonal and verbal communications skills with the ability to liaise and work effectively with a range of people across all levels of the organisation and with external stakeholders
- ▶ Exceptional analytical, conceptual and problem solving skills with strong attention to detail and the ability to communicate a range of information clearly and effectively
- ▶ Demonstrated ability to adapt to dynamic business requirements, quickly assimilate new concepts and information, and deliver positive, innovative solutions to complex operational issues
- ▶ Experience managing and working to approved budgets and advising or implementing corrective action to prevent unplanned overspend
- ▶ High level organisational and time management skills, including the ability to prioritise workloads, work well under pressure, and organise own work and that of others to meet deadlines

- ▶ A commitment to the delivery of highly quality customer service and a capacity to relate to people from diverse backgrounds
- ▶ Proficient in using a range of technology tools, with advanced skills in standard Microsoft Office applications and the demonstrated ability to learn new business systems quickly

## 2.2 DESIRABLE

- ▶ Experience managing staff and contractors
- ▶ Technical expertise in enterprise systems such as Oracle and Technology1
- ▶ Knowledge and experience of Filemaker Pro or other database applications
- ▶ Understanding of process improvement tools and methodologies such as Lean Six Sigma
- ▶ Understanding of project management tools and techniques
- ▶ Knowledge and/or experience of the Australian arts sector
- ▶ Knowledge and/or experience of the Tertiary Higher Education sector

## 3. Job Complexity, Skills, Knowledge

### 3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The incumbent is expected to work under the broad direction of the Business Manager with a high degree of autonomy.

They are expected to be a self-starter and have the drive and confidence in discerning day to day and long term priorities, working to operational deadlines and remediating issues as they arise.

Regular communication with the Business Manager, particularly on any matters that require escalation or immediate attention is an essential part of the role.

The incumbent may have supervisory responsibilities for any casual staff and contractors that report to the role.

### 3.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent is expected to provide support and advice requiring integration of a range of university policies and external requirements, and an ability to achieve objectives operating within complex organisation structures.

The incumbent is expected to display judgement when carrying out tasks and interpreting Faculty and University policies to solve problems, provide reliable and consistent advice and recommendations based on Faculty and University policies and government regulations and refer issues to the Business Manager as required

In general terms, the incumbent will be required to make daily judgements concerning competing work priorities and keeping schedules.

An astute approach in recognising potential problems and dealing with them proactively is highly valued.

### 3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent is expected to have an understanding of the Faculty's goals, strategic priorities and operational drivers that have an impact on the Business Services work functions.

The incumbent is expected to undertake work which requires proficiency in relevant functional policies, procedures, systems, processes and compliance requirements.

The Business Services Officer is required to comply with all relevant legislation relating to Occupational Health and Safety (OHS) and take appropriate measures to ensure the safety of personnel.

### 3.4 RESOURCE MANAGEMENT

The position does not have direct responsibility for resource management but should be cognisant of Academic discipline budgets, particularly in relation to casual salaries and contractor fees.

The incumbent may have supervisory responsibilities for a team of professional casual staff and / or contractors which is driven by business requirements. As such, knowledge or an ability to quickly understand the University's requirements in relation to staff management will be required.

### 3.5 BREADTH OF THE POSITION

The Business Services Officer provides services to and interacts with a wide range of clients including University Academic and Professional staff, international visitors, suppliers and service providers amongst others.

The incumbent is responsible for a variety of tasks requiring technical, administrative and personnel management skills.

## 4. *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 deserve to service for excellence and reach the targets of Growing Esteem.

## **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.

## **6. Other Information**

### **6.1 STRATEGY, PLANNING AND FINANCE**

The Strategy, Planning and Finance unit is a team of five, providing financial, business intelligence and strategy and planning services to the Faculty.

Financial services include budgeting, financial management and reporting, financial planning and risk management. Business Intelligence provides holistic analysis and reporting to inform Faculty decision making, as well as support for business improvement projects. Strategy and Planning services include coordination and operationalising of Faculty strategic plans as well as support for cross-functional planning, projects and operations.

### **6.2 FACULTY OF VCA AND MCM**

Further information on the Faculty of VCA and MCM can be found at

<http://vca-mcm.unimelb.edu.au>

### **6.3 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>.

## 6.4 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.

## 6.5 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>