

# POSITION DESCRIPTION

Academic Services  
University Services

## Team Leader, Curriculum Support



<b>POSITION NUMBER</b>	0045490
<b>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</b>	PSC 8 - \$99,199 - \$107,370 per annum (pro rata for part-time)
<b>SUPERANNUATION</b>	Employer contribution of 9.5%
<b>WORKING HOURS</b>	Full Time (1 FTE)
<b>BASIS OF EMPLOYMENT</b>	Fixed Term (12 months)
<b>HOW TO APPLY</b>	<p>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, 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>
<b>CONTACT FOR ENQUIRIES ONLY</b>	<p>Lucy O'Brien Tel +61 3 8344 6183 Email <a href="mailto:leobrien@unimelb.edu.au">leobrien@unimelb.edu.au</a></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](http://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, Curriculum Support has leadership and coordination responsibilities for the key enabling Student Administration activities which support the Student Lifecycle at the University of Melbourne. As such, the role will lead the operational delivery of curriculum configuration and publication activities which support the student lifecycle from Admissions to Graduations and will oversee an area which can provide trusted and expert advice to Academic Divisions to enable the effective delivery of their curriculum. This role will take a leading position in responding to the changing nature of the University's curriculum design and delivery to ensure that the Curriculum Support function in Academic Services is adapted and adaptable to provide the best curriculum support to the University and the Academic Divisions now and into the future. In doing so, the University Services' priorities of evidence based decision-making, integration of digital tools and a customer-centred and embedded focus, will be key. A key focus of this role over the 12 months will be on leading an enterprise-wide review and revision of

the critical business rules to best support the University's business needs and to improve the student experience in a time of increasing complexity and flexibility in the University's curriculum. Subsequently, this role will lead key work around - 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. In doing so, the Team Leader will be responsible for ensuring 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.

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:** Manager, Timetabling & Curriculum Configuration

**No. of direct reports:** 3

**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:**

- Lead the operational day-to-day and annual cycle of curriculum support activities including configuration of the curriculum in StudentOne and CAPS and publication to the Handbook to enable key student administration activities (e.g. admissions, enrolment, timetabling etc) and to facilitate student self-management of their enrolment.
- Analyse and identify ways in which the service can enhance the student experience and remove current blockers of the enrolment lifecycle. Design and lead the implementation of enhancements to curriculum configuration and publication processes. Perform consultations with stakeholders, including Chancellery, academic divisions and student administration colleagues; facilitate discussion and integrate stakeholder feedback.

- Under the direction of the Manager lead and support the development, innovation and continuous improvement of University curriculum configuration practices, processes and systems optimising the use of digital technologies designed to enhance the quality and efficiency of services provided to University students and staff.
- Lead the development and implementation of a comprehensive and high quality training program which supports key staff in Academic Divisions undertaking curriculum support, including configuration and publication, activities.
- Lead a best practice and expert network of Curriculum Support staff from across Academic Divisions and Student Administration to ensure best practice is identified and consistently applied and a network of peer-to-peer support is generated led by Academic Services as the Subject Matter Expert.
- Develop 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.
- Provide expert advice to the changing and flexible curriculum needs of the University (e.g. increased online delivery, integrated workplace learning etc) and lead changes to Curriculum Support so that it is best adapt and respond to changed business needs. Update business rules accordingly to better support the business needs of the University and Academic Divisions, noting the need for flexibility and responsiveness to change.
- Lead and contribute to a number of working groups charged with reviewing and improving curriculum support 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, particularly in a time of changing business needs
5. Demonstrated experience in process improvement activities and leading cross-functional working groups to implement change
6. Demonstrated experience leading and coordinating project teams, to successfully deliver outcomes which are seamlessly implemented into the business
7. High level and successful stakeholder engagement and communication skills
8. Demonstrated ability to work within and across teams to achieve University-wide outcomes
9. Strong data literacy, analytical skills and demonstrated experience of sound decision making processes using evidence for action
10. Highly skilled in innovation and continuous improvement and change management as well as experience leveraging digital technologies as tools to support the business

#### **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.