



THE UNIVERSITY OF
MELBOURNE

POSITION DESCRIPTION

Academic Services
University Services

Coordinator, Course Planning Service Delivery

POSITION NUMBER	0045616
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 8 - \$99,199 - \$107,370 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	Ngaere Blair Tel +61 3 8344 1584 Email ngaere.blair@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

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.

Course Planning and Equity is located in the Student Administration cluster, which includes Enrolment and Academic Records, Admissions, Scholarships, Fees, Exams, Graduations and Curriculum Support.

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 Coordinator, Course Planning Service Delivery is responsible for overseeing the operations, service optimisation, quality assurance and continuous improvement in the delivery of enrolment support and course advice within the Stop 1 model.

The Course Planning and Equity team provides frontline advice and services to all coursework students at the University of Melbourne, including enrolment support, course and subject advice, student equity and disability services and special consideration approval and processing. As a central part of the Stop 1 model, course planning services are delivered on behalf of Academic Divisions, to enable students timely, accurate and appropriate advice regarding course and subject selection.

Leading the team alongside the Coordinator, Course Planning Development, this role will have a strong focus on team leadership, planning and operationalising student-oriented services that demonstrate excellence in customer service, are proactive and responsive and meet agreed targets.

Reporting line: |Manager, Course Planning and Equity*|

No. of direct reports: 4

No. of indirect reports: 16 to 20

Direct budget accountability: |No |

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: |University wide*|

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:

- ▶ |Leading, coaching and developing a large team of staff in a dynamic service environment to ensure goals are achieved.
 - ▶ Supporting the Manager, Course Planning and Equity in the planning and delivery of peak services delivery. This includes ensuring appropriate systems, infrastructure and resources are optimised.
 - ▶ Proactively planning, developing and implementing initiatives that enhance students' course and enrolment experiences across a yearly enrolment cycle
 - ▶ Lead and contribute to a number of cross functional working groups/ project teams charged with reviewing and improving processes and systems that impact on service delivery
- Lead and support the team in the context of organisational change, process or service renewal, and continuous improvement which enhances service integration and encourages innovation at a cross-team level
- ▶ Alongside the Coordinator, Course Planning Development, build strategies and resources to equip staff with the tools, knowledge and capability for high quality service delivery
 - ▶ Implementing a quality assurance framework with regular staff and service progress reviews, monitoring and reporting
 - ▶ Embed clear performance expectations and a framework to provide regular feedback, document performance outcomes, ensuring high performance is nurtured and rewarded, and poor performance is immediately addressed

- ▶ Establish and embed service standards in line with best practice, feedback and coaching into operations, underpinned by regular training, effective induction and a transparent recognition strategy
 - ▶ Ensure a high standard is maintained for managing the use and effectiveness of our primary channels for written, in-person and virtual student interactions
 - ▶ Coordinate the delivery of enrolment processes on behalf of the University, ensuring process documentation is current, appropriate staff training and reporting
 - ▶ Oversee and ensure the team delivers processes and services in accordance to the University's service level agreements and set targets
 - ▶ Review, generate and advise on process delivery and service performance data for staff coaching, planning and improvement.
- Develop and manage effective strategic and collaborative working partnerships with key stakeholders within University Services and Academic Divisions

Selection Criteria:

Education/Qualifications

- ▶ The appointee will have: Completion of an undergraduate qualification, or progress towards a postgraduate qualification, with relevant employment experience, or an equivalent mix of education and relevant experience

Knowledge and skills:

1. 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.
2. Demonstrated experience in leading, coaching and developing a team of staff in a dynamic service environment, to ensure goals are achieved
3. Demonstrated experience in designing, delivering, and improving customer service delivery
4. Excellent interpersonal and communication skills, with demonstrated ability to motivate, persuade, negotiate and engage with staff and stakeholders to achieve successful outcomes
5. Demonstrated ability to build and maintain strong professional relationships with a diverse stakeholder group, and successfully manage critical dependencies with a range of service providers to enable seamless, responsive service
6. Demonstrated commitment to continuous improvement and innovation, and an ability to lead and adapt positively to constant change
7. Excellent organisational and task management skills with strong attention to detail and the ability to effectively and flexibly prioritise activities to meet business need
8. Sound degree of data literacy, including the ability to extract, prepare and present meaningful reports that drive change and service improvement.

DESIRABLE

- ▶ Experience in the higher education sector, particularly in student services

Other job related information:

- ▶ This position may be required to travel to and work across campuses
- ▶ Annual leave must be taken at a time which accommodates the peak workflows of the business (January- March and July- August).
- ▶ Non-standard work hours may be required from time to time by negotiation |