THE UNIVERSITY OF
MELBOURNE

Academic Services
University Services

Improvement Analyst

POSITION NUMBER	0027000
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 7 - $88,171 - $95,444 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	Stephanie Morrison-Duff Tel +61 3 8344 0357 Email smd@unimelb.edu.au *Please do not send your application to this contact*

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. The Business Improvement Group (BIG) supports Academic Services to improve the customer experience by streamlining processes, optimising resources, and making decisions based on evidence. The team does this by bringing together expert resources and key stakeholders to co-create solutions to common challenges. Using a variety of techniques, tools, and methodologies, the Business Improvement Group works with business owners to identify opportunities and deliver service improvement initiatives through process reform, practice realignment and facilitating cultural change.

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 Improvement Analyst plays an important role in supporting business improvement activities within Academic Services to improve the student and customer experience. This will be achieved by working in collaboration with business owners, subject-matter experts, and other key stakeholders to understand business problems, identify opportunities for improvement, and undertake activities that support the development and implementation of innovative solutions. The Improvement Analyst will have expertise in business analysis and project management tools, techniques, and methodologies, including the use of project control methods such as risk and issue management.

Under the supervision of the Program Manager, the Improvement Analyst will engage with stakeholders across the University, including University Services and academic divisions (faculties, schools, and departments). Projects may include supporting strategic initiatives or improvements to core business processes across the student lifecycle. Improvements will be made to improve the student experience, increase efficiency, and reduce waste, drive towards consistency of practice, and leverage system support of business processes to meet the needs of end users.

Reporting line: Program Manager
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: n/a

Key Dimensions and Responsibilities:
Task level: Significant
Organisational knowledge: Significant
Judgement: Moderate
Operational context: University-wide, including business owners and subject-matter experts in Academic Services, and key stakeholders in academic divisions and across University Services
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/people/community/responsibilities-of-personnel.
Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:
- Provide expert advice and analytical input to projects and initiatives across Academic Services by supporting business improvement activities, and ensuring a customer-centred approach.
- Apply appropriate business analysis techniques such as: stakeholder identification and management; analysing and documenting processes and opportunities to improve the customer experience; using data to validate solutions; and supporting the implementation of solutions or improvements.
- Contribute to identifying ways in which the Business Improvement Group can enhance the client experience and make recommendations, actively participating in the implementation of new Academic Services initiatives. This includes engaging with related University-wide initiatives.

- Develop and maintain strong links with business owners and other stakeholders to enable improvements to process and practices, and develop capability of improvement methodologies within the business teams.
- Draft high-quality communications and deliver presentations, with a view to driving organisational change.
- Contribute to operational support and planning within the Business Improvement Group, as required.
- Contribute to the team's achievement of agreed service levels, standards and reporting requirements through the use of analytics and performance tracking whilst optimising the provision of accurate, timely and enabling information to stakeholders.
- Continuously develop professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation's broader objectives.
- Demonstrate a commitment to actively contributing to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction. Contribute to organisational effectiveness by working in a transparent and consultative manner, sharing personal knowledge and technical expertise, undertaking assigned activities, maintaining co-operative working relationships with colleagues, and seeking and responding to feedback.
- Actively champion a culture of continuous improvement and innovation related to methodologies, communication, and best practice.

Selection Criteria:

Education/Qualifications

1. The appointee will have a tertiary qualification in a relevant discipline and or equivalent mix of education and relevant experience in business analysis and/or project management.

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. Expertise in the use of business analysis methodologies in the context of complex projects, preferably in higher education or large organisations, including strong process improvement skills, design thinking, and other methodologies.
4. Excellent interpersonal skills including the ability to develop strong working relationships and liaise with a range of internal and external stakeholders and clients to achieve successful outcomes.
5. Excellent written and verbal communication and interpersonal skills; with the ability to translate and provide clarity between business and technology teams.

6. Strong organisational skills, detail-oriented with an openness to new ideas and creative approaches to problem-solving within established timelines.

7. Ability to work in a flexible and changing environment, displaying initiative to achieve specified goals with changing priorities and tight deadlines.

8. Proficiency in planning, with a demonstrated ability to develop innovative solutions.

Desirable:

9. A sound knowledge of the higher education sector, including university policies and procedures, and experience working with academic divisions.