



## POSITION DESCRIPTION

### Operations Department

Faculty of Veterinary and Agricultural Sciences

## Service Manager – Operations, Dookie

<b>POSITION NO</b>	0044165
<b>CLASSIFICATION</b>	PSC 8
<b>SALARY</b>	\$99,199 - \$107,370 per annum
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full-time
<b>BASIS OF EMPLOYMENT</b>	Continuing
<b>OTHER BENEFITS</b>	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
<b>HOW TO APPLY</b>	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.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Richard Li Tel: 61 3 8344 6279 Email <a href="mailto:richard.li@unimelb.edu.au">richard.li@unimelb.edu.au</a>  <i>Please do not send your application to this contact</i>

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<http://about.unimelb.edu.au/careers>

## ***Position Summary***

The Faculty of Veterinary and Agricultural Sciences (FVAS), is a Faculty undergoing significant growth and change, with \$170 million of capital building works, a new Faculty Strategy, and a new Operations Service model to be developed and launched. The Dookie Campus is a regional campus with significant teaching and research requirements specific to its location on a large scale commercial farm operation. The majority of students stay on campus with a sizeable residential and catering operation required to support this.

Reporting to the Faculty Operations Manager, the Service Manager will primarily be responsible for the management of staff and utilisation of resources to deliver the operational service outcomes for the Faculty at the Dookie Campus. This will involve managing key stakeholder relationships with senior Faculty members, academics and researchers within their campus precinct. The position will also have a strong emphasis on the end to end management of student experience at Dookie, including managing feedback and implementing improvements to ensure students have an optimal experience.

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

### **1.1 OPERATIONAL ACTIVITIES AND SERVICE QUALITY**

- ▶ Develop, implement and manage the service delivery of the Operational Charter for the Campus
- ▶ Responsible for the 'Dookie Welcome' – both for visitors and resident students; with management and budgetary responsibility for the accommodation, catering and amenity of the residential students or other guests.
- ▶ Manage all aspects of Dookie accommodation, including independently problem solving issues
- ▶ Understanding of and responsibility for the end to end student experience at Dookie, from orientation to completion of subjects, ensuring all students have an optimal experience
- ▶ Provide leadership, mentoring and management to all direct reports in the performance of their duties, monitoring and providing appropriate feedback to ensure high levels of service and compliance
- ▶ Manage and foster key stakeholder relationships with senior school leaders, academics and researchers within the Campus
- ▶ Provide advice to the Faculty Operations Manager regarding the resourcing and deployment needs for operational services within the Campus
- ▶ Implement, manage and lead all minor works, procurement of operational assets and their maintenance for the Campus
- ▶ Work collaboratively with University Services to ensure correct and adequate service provisions to the Campus, consistent with the Melbourne Operating Model
- ▶ Provide direction and assist in the project management and implementation of all relocations of staff and equipment
- ▶ In consultation with the OHS&E team ensure the effective work and operating practices and compliance for OHS&E issues affecting operations on campus within the incumbent's areas of responsibility
- ▶ Provide financial management including overseeing development of budgets and ensuring budget requirements are met

## 1.2 INNOVATION AND IMPROVEMENT

- ▶ Proactively identify and develop systems for service improvements, particularly in the areas of catering and accommodation, in conjunction with equivalent Service Manager and associated senior professional staff
- ▶ Actively contribute to continuous improvement with reference to the Faculty Strategy Business Plan
- ▶ Independently identify and manage issues, identifying and implementing strategic solutions consulting the Manager, Infrastructure and Operations as required
- ▶ Work with the Manager, Infrastructure and Operations, to review the current accommodation offerings at Dookie, and operationalise any required changes to improve services

## 1.3 COLLABORATION AND LEADERSHIP

- ▶ Lead and develop the performance culture, fostering organisational capability to ensure flexibility and adaptability to meet changing demands across direct reports
- ▶ Develop direct reports through regular informal on the job coaching and peer support as well as formal reviews in accordance with University policies and procedures
- ▶ Be a knowledge expert within the Faculty Operations team on operational requirements related to campus, accommodation and hospitality for Dookie.
- ▶ Effectively communicate with university staff at various levels of seniority, research and coursework students and external partners, and to provide professional, accurate, timely and expert advice.

## 2. Selection Criteria

### 2.1 ESSENTIAL

- ▶ Postgraduate qualifications and or extensive experience in managing people and or business operations in an education, science, or commercial hospitality setting.
- ▶ Broad management skills including project management, financial management and change management experience, including ability to see projects through to completion to ensure realisation of benefits or synergies
- ▶ An understanding of sector best practice and demonstrated experience in managing catering and accommodation/hospitality/events operations.
- ▶ Demonstrated experience in exemplary customer service, and proactively and promptly identifying issues and dealing with all feedback to the satisfaction of stakeholders
- ▶ Demonstrated experience in developing innovative solutions in the hospitality industry such as catering/ accommodation/ events
- ▶ Excellent interpersonal and written communication skills including consultation, negotiation, problem solving and conflict resolution skills.
- ▶ Demonstrated ability to contribute to the development and achievement of organisational goals and group objectives and to encourage and support buy-in from others, by articulating a vision, practising open communication and leading by example.
- ▶ Demonstrated ability to work under broad direction with an aptitude for self-direction and motivation, including an ability to work autonomously and under pressure when dealing with a variety of challenges, conflicting priorities and multiple deadlines.

- ▶ Demonstrated understanding of OHS&E Management Systems, including knowledge of relevant safety legislation, knowledge of the handling and disposal of dangerous goods and knowledge of safe management of laboratory plant and equipment.

## 2.2 SPECIAL REQUIREMENTS

- ▶ The incumbent must possess a full Drivers Licence valid in the State of Victoria
- ▶ The incumbent must be prepared to have vaccinations for Tetanus, Hepatitis A and B and Q fever
- ▶ As the Faculty of Veterinary and Agricultural Sciences is located over several metropolitan and regional campuses, staff may be required to travel to, or work from, other sites and campuses as required.
- ▶ The ability to work outside of standard hours may be required from time to time.

## 3. Job Complexity, Skills, Knowledge

### 3.1 LEVEL OF SUPERVISION / INDEPENDENCE

This position operates under the broad direction of the Manager, Infrastructure and Operations and is responsible for the achievement of agreed organisational objectives. The position is required to operate with a high degree of autonomy and with the capacity for independent decision making.

### 3.2 PROBLEM SOLVING AND JUDGEMENT

The Service Manager is responsible for the operational performance and administration of resources requiring integration of a range of University policies and external requirements, and an ability to work collaboratively to achieve objectives operating within a complex organisational structure

### 3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent will have a robust understanding of Faculty EHS Management Systems, including knowledge of relevant safety legislation, knowledge of the handling and disposal of dangerous chemicals.

The incumbent must have an overall knowledge of the structure and functions of the Faculty, its campuses, laboratories and other technical services and the wider University's position vis a vis wet laboratory service provision.

The incumbent must have a high level of knowledge and experience in the management of human resources, budget and financial management, resource allocation, facilities management and academic administration.

### 3.4 RESOURCE MANAGEMENT

The Service Manager will have strong resource management skills. These are required to oversee the performance of day to day operational requirements for the Campus, directing and prioritising the use of human and other resources as needed

### 3.5 BREADTH OF THE POSITION

The position requires a Faculty wide perspective of the strategic importance of succeeding in quality operational outcomes across the entire campus they are responsible for. The position is the leader of the Operations team for the entire campus. The position will also be responsible for overseeing the end to end process of student experience at the Dookie campus. This includes welcoming students and parents, problem solving issues with students and enhancing the overall experience of students.

## 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 desire 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 FACULTY OF VETERINARY AND AGRICULTURAL SCIENCES

<http://fvas.unimelb.edu.au/>

The Faculty of Veterinary and Agricultural Sciences was formed in July 2014 through the merger of the former Faculty of Veterinary Science and the Department of Agriculture and Food Systems. The new Faculty creates opportunities for closer research collaborations and the formation of interdisciplinary teams to address major issues in veterinary and agricultural sciences. The Faculty's core teaching, postgraduate training, research, clinical consultancy and industry development activities are delivered at the Parkville, Werribee and Dookie campuses, and the Veterinary Hospital operates at Werribee.

Our interdisciplinary approach applies scientific, social, political and economic perspectives to address the needs of both human communities and the natural environment. We address the issues of climate change, food production and food security, crop, plant and soil health, water management, sustainable use of resources for agriculture, animal health and disease and other problems challenging key decision makers today.

Our academic staff engage with government and industry to investigate critical societal issues and the faculty is home to University research centres dedicated to this work. They include: Animal Welfare Science Centre; Primary Industry Climate Challenges Centre; Centre for Animal Biotechnology; Centre for Equine Virology; and the Asia-Pacific Centre for Animal Health', in which the University is a core partner. Research within the Faculty has led to some outstanding outcomes including: increased agricultural productivity; vaccines and diagnostic products that have been commercialised throughout the world; enhanced animal welfare; improvements in public health; and contributions to basic understanding of animal biology.

The Faculty is the only provider of Veterinary Science courses in Victoria and one of only a small number of Universities doing so in Australia. The Bachelor of Agriculture and Bachelor of Food Science along with coursework masters in Agricultural Sciences and Food Science offers one of the most comprehensive educational programs in agricultural and food science in Australia.

### 6.2 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>.

### 6.3 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.

## 6.4 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>