



POSITION DESCRIPTION

Melbourne School of Psychological Sciences
Faculty of Medicine Dentistry and Health Sciences

Enquiries Officer

Only Indigenous Australians are eligible to apply as this position is exempt under the Special Measure Provision, Section 12 (1) of the Equal Opportunity Act 2011 (Vic).

POSITION NO	0038169
CLASSIFICATION	PSC 4
SALARY	\$63,707 - \$67,613 p.a.
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time
BASIS OF EMPLOYMENT	Continuing
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Elizabeth Sayers Tel +61 3 9035 5557 Email elizabeth.sayers@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

Position Summary

The Enquiries Officer provides a high level of customer service to both students and staff alike. The incumbent has excellent communication skills and provides clear, accurate information and advice to staff, students, prospective students, and the general public with enquiries about psychology related matters. The incumbent will provide administrative support to staff and students within the school working in the areas of teaching, research and engagement by facilitating document signage and collection, room bookings, key loans, updating access control, and other academic programs related enquiries. The Enquiries Officer also administers the Test Library, ensuring that all borrowings comply with the School's policy and procedures.

This position reports to the Operations Manager within the People and Resources team in the Melbourne School of Psychological Sciences.

1. Key Responsibilities

- ▶ Provide a high level of customer service in response to face to face, email and phone enquiries
- ▶ Provide a high level of administrative support to students, academic and professional staff within the School (including issue and receive key deposits and returns; dispatch, collect and distribute mail; ensure photocopiers are ready for use at all times; room and equipment bookings; stationery stock management; maintenance of School databases; and receipting payments using the University's financial system).
- ▶ Manage the Test Library, including procurement of new tests under the direction of the academic coordinator.
- ▶ Contribute to the development and implementation of administrative systems and processes and procedures to support the administrative needs of the School.
- ▶ Assist the Academic Programs team in managing selection into programs managed by the School.
- ▶ Provide backup for the Clinic Receptionist and Research Environment and Facilities Officer during periods of leave.
- ▶ Provide support to the broader administrative support team under the direction of the Operations Manager.
- ▶ Any other duties, consistent with the classification of this position, which may be assigned by the supervisor.
- ▶ Undertake Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ Completion of a diploma level qualification with relevant work related experience, (or completion of a Certificate IV with relevant work experience, or completion of a Certificate III with extensive relevant work experience, or an equivalent combination of relevant experience and/or education/training).
- ▶ Well-developed verbal and written communication skills with the ability to relate effectively with a range of people across all levels of the organisation
- ▶ The ability to work independently and as part of a team

- ▶ Excellent interpersonal skills with a strong commitment to providing excellent customer service
- ▶ Proven organisation and time management skills
- ▶ High level of proficiency in the use of standard application software such as the Microsoft Office suite

2.2 DESIRABLE

- ▶ Experience in or an understanding of the higher education sector

3. *Special Requirements*

- ▶ The incumbent may be required to work outside of normal business hours to assist with school functions and events such as Open Day
- ▶ Annual leave must be taken at a time which accommodates the peak workflows of the area

4. *Job Complexity, Skills, Knowledge*

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The incumbent will work under routine supervision to general direction of the Operations Manager. You will undertake related tasks as requested by your supervisor. You are expected to plan, organise and schedule routine work independently to ensure deadlines are met. Initiative is required to prioritise work and solve simple problems.

A degree of independence is required once tasks are mastered, however complex issues are to be referred to the supervisor.

4.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent is expected to exercise judgement relevant to the responsibilities of the role and when necessary, refer more complex issues to the supervisor.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent is required to have sound knowledge of administrative processes and is expected to contribute as a team member to processes, interpret and implement policy and/or internal procedures and carry out other duties as required.

The incumbent must comply with Faculty and University policies and procedures.

5. *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.

6. 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.

7. Other Information

7.1 MELBOURNE SCHOOL OF PSYCHOLOGICAL SCIENCES

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

The Melbourne School of Psychological Sciences is a one of six schools within the Faculty of Medicine, Dentistry and Health Sciences. Ranked in the top three nationally for the quality of its research (rated 5 in the 2012 ERA, Psychology), and recently rated 10th in the world by QS global rankings, the School attracts some of the best students nationally and internationally to its broad range of APS accredited undergraduate, graduate, professional, and research programs.

The School's teaching is underpinned by excellence in research across a range of fields, including cognitive and behavioural neuroscience, quantitative psychology, social psychology, developmental psychology and clinical science. Research links extend across 25 departments, centres and institutes within the Faculty of Medicine, Dentistry and Health Sciences, including The Melbourne Brain Centre, The Murdoch Children's Research Institute, ORYGEN Youth Research Centre, Austin Health, the Royal Melbourne Hospital, the Royal Children's Hospital, the Royal Women's Hospital, and St. Vincent's Hospital. Research links are also embedded in a broad range of other disciplines across the University including within the Faculties of the Victorian College of the Arts and Melbourne Conservatorium of Music, Science, Business and Economics, Education, Engineering, Law, and the Melbourne Business School.

The School is home to a vibrant community of over 65 academic, teaching, research and professional staff, 170 honorary staff, and 150 PhD students. In 2014, there were over 3000 students enrolled in undergraduate subjects offered by Psychological Sciences, primarily through the Bachelor of Arts and Bachelor of Science, but also in breadth subjects in the Bachelor of Commerce, Bachelor of Biomedicine, Bachelor of Environments, and Bachelor of Music. There were about 240 students enrolled in the Graduate Diploma of Psychology, about 75 students enrolled in fourth year programs (B. A. (Hons), B.Sc. (Hons), and the Graduate Diploma of Psychology (Advanced). There were around 130 students enrolled in professional postgraduate programs (Clinical and Clinical Neuropsychology and combined Masters/PhD programs).

7.2 FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES

www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry & Health Sciences has an enviable research record and is the University of Melbourne's largest faculty in terms of management of financial resources, employment of academic and professional staff, teaching of undergraduate and postgraduate (including research higher degree) students and the conduct of basic and applied research. The Faculty's annual revenue is \$628m with approximately 55% of this income related to research activities.

The Faculty has a student teaching load in excess of 8,500 equivalent full-time students including more than 1,300 research higher degree students. The Faculty has approximately 2,195 staff comprising 642 professional staff and 1,553 research and teaching staff.

The Faculty has appointed Australia's first Associate Dean (Indigenous Development) to lead the development and implementation of the Faculty's Reconciliation Action Plan (RAP), which will be aligned with the broader University – wide plan. To enable the Faculty to improve its Indigenous expertise knowledge base, the Faculty's RAP will address Indigenous employment, Indigenous student recruitment and retention, Indigenous cultural recognition and building partnerships with the Indigenous community as key areas of development.

7.3 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>.

7.4 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*.

7.5 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>