



## POSITION DESCRIPTION

Melbourne Medical School  
Faculty of Medicine, Dentistry and Health Sciences

### Senior Operational Liaison Officer (Heidelberg)

<b>POSITION NO</b>	0037707
<b>CLASSIFICATION</b>	UOM 6
<b>SALARY</b>	\$83,301 - \$90,170 p.a. (pro rata)
<b>SUPERANNUATION</b>	Employer contribution of 9.5%
<b>WORKING HOURS</b>	Part-time (0.8 FTE)
<b>BASIS OF EMPLOYMENT</b>	Fixed-Term until 22 September 2021
<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> , under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Alan Eddy Tel 03 9035 7056 Email <a href="mailto:eddy@unimelb.edu.au">eddy@unimelb.edu.au</a>  <i>Please do not send your application to this contact</i>

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[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)

## ***Position Summary***

Under direction of the Campus Relationship Manager, the Senior Operational Liaison Officer has responsibility for operationalizing the strategic objectives of the Departments located at the Heidelberg campus - Medicine, Surgery, Obstetrics and Gynaecology, and Clinical School. Supporting a number of departments located in two health services in multiple locations, the role will coordinate and contribute to the high level administrative functions to ensure the smooth running of the Departmental activities, supporting the development and growth of the campus and its partner relationships.

The role facilitates a variety of activities undertaken in the Departments including acting as secretariat to local Committees, organizing Departmental research seminar series and events, campus website maintenance, providing facility and equipment management, managing local induction process, responding to queries from and dealing with external stakeholders, ensuring these link appropriately into our partner systems and processes. The Senior Operational Liaison Officer will provide operational coordination and support to the CRM to enable services to be delivered efficiently, such as liaising with Faculty service units for financial reports, providing local financial advice on ordering and invoicing and research management matters as well as providing administrative assistance with strategic projects as necessary to support the teaching, research and engagement activities of the campus.

This role is broad in scope and requires a high degree of initiative and self-management to deal with the range of functions and tasks involved. Responsibility for annual publications collections and support of honorary appointments and for proactively coordinating local HR processes associated with recruitment and offer for continuing and fixed term contracts, casual staff and IT Access contracts, and facilitating local authorisations, sign-off etc is also a function of the role as well as use of hospital systems for procurement, recruitment and financial activities.

We foster a values-based culture of innovation and creativity to enhance the research performance of the University and to achieve excellence in teaching and research outcomes. We invest in developing the careers and wellbeing of our students and staff and expect all our staff to live our values of:

- Collaboration and teamwork
- Compassion
- Respect
- Integrity
- Accountability

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

### **1.1 HUMAN RESOURCES MANAGEMENT**

- ▶ Coordinate local HR processes associated with recruitment and offer for continuing and fixed term contracts, casual staff and IT Access contracts, and facilitate local authorisations
- ▶ Coordinate the Visitor and Honorary appointment process at the local level
- ▶ Coordinate local induction for new staff
- ▶ Facilitate applications or requests on leave, increments, promotions when required
- ▶ Liaise with HR to assist in provision of advice on HR policies and procedures

- ▶ Liaison with Faculty HR, Payroll and Casual Appointment to facilitate contract renewals

## 1.2 FINANCE MANAGEMENT

- ▶ Facilitate and provide assistance in ordering lab consumables, stationary and equipment
- ▶ Process unmatched payables invoices and issue receivables invoices as required
- ▶ Provide support in iExpenses report management
- ▶ Process reimbursement or student payment for RHD students
- ▶ Liaise with Faculty service units for financial reports

## 1.3 RESEARCH ADMINISTRATION

- ▶ Facilitate the communication with funding bodies and University Research, Innovation and Commercialisation Unit and Themis Agreement team in relation to project extension, progress or final reports and overdue invoices if required
- ▶ Enter data in Themis publications and verify information (in excess of 600 publication a year)
- ▶ Liaise with academics and honorary staff to get permission for the university affiliation in publications
- ▶ Organise Departmental research seminar series

## 1.4 EXTERNAL RELATIONS AND MARKETING

- ▶ Manage relationships with service providers from Faculty and University Services, including Finance and Employee Services and Infrastructure Services
- ▶ Maintain relationships with external stakeholders from hospital sites, suppliers and various funding bodies
- ▶ Organise Departmental and campus events
- ▶ Conduct website maintenance to ensure that the campus website and other channels of communication to promote the campus and demonstrate best practice

## 1.5 GENERAL OFFICE DUTIES AND RESOURCE MANAGEMENT

- ▶ Monitor department and campus resources including equipment and stationary
- ▶ Maintain the departmental and campus filing system
- ▶ Coordinate maintenance, cleaning, IT requests and any security issues using hospital system (BEIMS)
- ▶ Act as first point of contact both at front desk and via telephone responding to enquiries and receiving delivery and arranging appropriate storage if required
- ▶ 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 degree with relevant experience, or completion of a diploma qualification and subsequent relevant work experience; completion of a Certificate IV and extensive relevant work experience, or an equivalent combination of relevant experience and/or education/training.
- ▶ Demonstrated experience in an administrative role that required coordination of a range of complex functions and, in collaboration with HR, provision of advice about policies and procedures
- ▶ Demonstrated commitment to providing a high level of customer service and continuous improvement to the standard of service
- ▶ Well-developed verbal and written communication skills, including demonstrated accuracy and attention to detail
- ▶ High level organisational skills and ability to prioritise to meet competing demands and work effectively under pressure and efficiently within a framework of broad guidelines and administrative procedures
- ▶ Demonstrated ability to work independently and as part of a team and to be flexible in responding to changing work priorities.
- ▶ Ability to communicate effectively and work cooperatively within a team
- ▶ High level of competency in the use of Word for Windows, Excel or similar administrative computing packages
- ▶ Ability to maintain confidentiality and discretion at all times

## 2.2 DESIRABLE

- ▶ Experience in a hospital or University/tertiary environment.
- ▶ Experience with University systems
- ▶ Experience with web publishing

# 3. Job Complexity, Skills, Knowledge

## 3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The role reports directly to the Campus Relationship Manager (Heidelberg) who will provide routine supervision to general direction.

It is expected that the Operational Liaison Officer will work with a high degree of autonomy, self-management to deal with the range of functions and tasks involved and must display initiative, anticipate work requirements and have outstanding organisational skills to effectively manage many areas of responsibility and deliver on objectives without direct oversight.

## 3.2 PROBLEM SOLVING AND JUDGEMENT

The role will be required to prioritise, choose appropriate work methods, respond quickly and effectively to changes, and work under pressure during busy times of the academic year. The

role will also be expected to exercise judgement in responding to queries according to assessment of priority, and consulting with the CRM where appropriate.

The role will be required to perform a variety of tasks ranging from the routine to the complex. Many functions will be based on clearly defined procedures and will operate within set time frames, whilst others will require analytical and problem solving skills as well as the ability to develop innovative solutions to problems in the absence of established policies and procedures.

### 3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The role has responsibility for developing and applying an in-depth knowledge and understanding of departments within Heidelberg Campus and Faculty strategic plans, structures, policies, governance framework, environment and academic standards. The role will also be able to adjust to new technology.

### 3.4 RESOURCE MANAGEMENT

The Operational Liaison Officer is responsible for efficient time management and effective use of work resources without compromising on quality.

### 3.5 BREADTH OF THE POSITION

The role requires to liaise with a broad range of people including students, members of the Departments of Medicine, Surgery, Obstetrics and Gynaecology and Clinical Schools located at Austin Hospital, Repatriation Hospital and Mercy Hospital for Women and Hospital staff at all levels.

The role also involves developing and maintaining close relationship with Faculty (Human Resources, Finance, academics and other professional staff) and University stakeholders (Business Intelligence and Reporting, University Services, Chancellery Finance) to gather information and data requirements.

## ***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 deserve 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. THE MELBOURNE MEDICAL SCHOOL**

<http://www.medicine.unimelb.edu.au/>

The Melbourne Medical School (MMS) was established in 1862 and has a substantial international reputation for its leadership in teaching and training, health research, policy and practice. The MMS is committed to working with the communities we serve to improve health and advance health care. We will do this through our teaching, learning, research, clinical care and advocacy.

The MMS is composed of nine clinical departments (Clinical Pathology, General Practice, Medical Education, Medicine and Radiology, Obstetrics and Gynaecology, Paediatrics, Psychiatry, Rural Health and Surgery) which are embedded within clinical health services throughout metropolitan Melbourne and rural Victoria.

The MMS delivers a suite of health related graduate programs including the Doctor of Medicine (MD), the first professional entry Masters level medical program in Australia. The Melbourne MD delivers a fresh approach to medical training and creates a new benchmark in 21st century medical education.

The MMS is committed to improving the wellbeing of the community through the discovery and application of new knowledge. The research effort of the school is highly collaborative and spans basic to translational research and involves over 800 graduate researchers and 1000 academic staff.

The MMS also actively participates in the public debate and advocacy around key health issues and policy based on our values of commitment, integrity, compassion, respect and service.

### **6.2. THE FACULTY OF MEDICINE, DENTISTRY & HEALTH SCIENCES**

<http://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.

### 6.3. 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>.

### 6.4. 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.

## 6.5. 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>