

# POSITION DESCRIPTION

Operational Performance Group  
Chief Operating Officer Portfolio

## Senior Service Improvement Lead

<b>POSITION NUMBER</b>	0062243
<b>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</b>	UOM 9 - \$134,320 - \$139,749 per annum (pro rata for part-time)
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full Time (1 FTE)
<b>BASIS OF EMPLOYMENT</b>	Fixed term available for 2 years
<b>HOW TO APPLY</b>	Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , 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.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Ryan Smyth Email <a href="mailto:ryan.smyth@unimelb.edu.au">ryan.smyth@unimelb.edu.au</a>

*Please do not send your application to this contact*

For information about working for the University of Melbourne, visit our website:  
[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)

## **ACKNOWLEDGEMENT OF COUNTRY**

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank, and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff, and students we are privileged to work and learn every day with Indigenous colleagues and partners.

## **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, 'Advancing Melbourne', at <https://about.unimelb.edu.au/strategy/advancing-melbourne>

## **CHIEF OPERATING OFFICER PORTFOLIO**

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff, and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation, and improved performance, within and across functions. It is responsible for functions relating to the University's finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

### **OPERATIONAL PERFORMANCE GROUP**

The Operational Performance Group delivers functions that facilitate the design, evaluation, and improvement of services across the University, and business partnering services to Chancellery.

The OPG brings together a range of cognate business functions and expertise such as: data governance, management, and analytics; business transformation and decision support; operational and service improvement, service design, experience, culture, and capabilities; digital operations; and business continuity planning.

### **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 Advancing Melbourne strategy that addresses 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 Advancing Melbourne.

## ABOUT THE ROLE

### Position Purpose:

To lead and inspire the practice of a continuous Service Improvement mindset and methods through delivery of projects and initiatives within the Digital Design and Service Experience (DDSE) team. The Senior Service Improvement Lead plays a key role in coaching leads and analysts in Service Improvement methods and tools and providing best practice technical advice to support the delivery of DDSE projects.

Reporting line: Service Improvement Manager

No. of direct reports: 0

No. of indirect reports: 1 to 5

Direct budget accountability: #

### Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

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:

- Primary support to the Service Improvement Manager to drive the growth of service and process improvement capability across all roles in the DDSE team, practice guidance and capability uplift for project stakeholders and in the broader University community. This includes, but is not limited to, the OPG Service Excellence Capability Program.
- Oversee small- and large-scale projects to improve the processes, service/operating/governance models that deliver our services for our students, academics, and staff. This includes being a technical guide and mentor to staff.
- Champion sustainable outcomes that support the University's commitment to continuous improvement.
- Work with and manage relationships with senior stakeholders across the University to engage them and advocate for the value of Service Improvement methods, tools, and mindset to address complex problems and opportunities.

- Demonstrate a versatile toolkit proficiency, expertly navigating through a blend of Design (Service Design, UX design) and Service Improvement (including Lean, Six Sigma and Business Process Management) as appropriate to achieve the optimal outcome.
- Cultivate a collaborative environment that fosters high achievement and cooperation. As a seasoned mentor, coach, and technical authority, empower staff to excel in their roles.

### **Selection Criteria:**

#### **Education/Qualifications**

1. The appointee will have qualifications which may be in one of the following fields of study – Lean, 6Sigma, Lean 6Sigma, BPM or an equivalent combination of relevant experience and education/training per the current Enterprise Agreement classifications.
2. Ideally, tertiary, or other qualifications which may be in one of the following fields of study – Business, Engineering, Systems Thinking

#### **Knowledge and skills:**

1. Extensive experience and deep understanding of Service, Process and Business improvement methodologies.
2. A true passion for humans and continuous improvement with an ability to engage and advocate for these methods across a range of stakeholders in the University.
3. A demonstrated ability to – Frame a problem, use a variety of problem-solving approaches, gather and analyse quantitative and qualitative data to understand Voice of Customer, define critical performance measures, construct process and value stream maps to identify improvement opportunities, analyse process and remove non-value-added activities; improve and smooth the process flow, reduce process variation, involve and equip the people in the process, undertake improvement activity in a systematic way putting in place means to monitor the process
4. Advanced project management skills including planning, scheduling, governance, risk management.
5. A demonstrated ability to lead multi/trans-disciplinary project teams, specifically with Business Process Ownership and Service Improvement methodologies.
6. Strong verbal and written communication skills, including presentation and facilitation skills.
7. Ability to facilitate engaging workshops including skills training, education, and coaching.
8. Demonstrated experience in coaching others, with a track record of inspiring and developing.
9. Growth mindset in actions evidencing empathy, curiosity, and optimism\resilience.
10. Possess the gravitas to motivate and influence senior stakeholder relationships across a complex organisation.

### **Other job-related information:**

Occasional work out of ordinary hours.

Employment in this position is conditional upon receipt and maintenance of a Working with Children Check