

POSITION DESCRIPTION

Business Services
Chief Operating Officer Portfolio

Talent Acquisition Lead

POSITION NUMBER	0056784
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 8 - \$110,709 - \$119,829 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	<p>Bec Tucker, Manager Talent & Recruitment Services</p> <p>Tel +61 416 888 299</p> <p>Email: bec.tucker@unimelb.edu.au</p> <p><i>Please do not send your application to this contact</i></p>

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

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

BUSINESS SERVICES

Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.

TALENT ACQUISITION TEAM

The Talent Acquisition Team provides specialist recruitment services to the university. Supporting both Academic and Professional roles, the team provide best-practice expertise for the hire of internal and external staff.

The Talent Acquisition Team and this role sits in the HR Services Group that provides other specialist and transactional support across the employee lifecycle including HR administration, payroll, and travel services.

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 based on 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:

The Talent Acquisition Lead consistently delivers excellence in recruitment services, managing multiple requisitions for various Divisions/Faculties and ensuring all quality thresholds and KPIs are met. The incumbent delivers agreed best in class, customer-focused recruitment and strategies that attract and retain the best talent into the University.

As Talent Acquisition Lead, you will contribute to strategy development and seek to understand the team's future direction, plans, and priorities. As TA Lead, you are responsible for managing and mentoring team members, providing support, and reporting information as requested.

Reporting line: Manager, Talent & Recruitment Services

No. of direct reports: 6

No. of indirect reports: 0

Direct budget accountability: N/A

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: Portfolio of Academic and/or Professional Recruitment

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:

- Actively promote the TA function as a destination of choice and support the TA team in ensuring the recruitment service is delivered to a high standard and in line with broader recruitment and resourcing strategies.
- Lead, mentor, guide members of the team on best practice approaches, managing stakeholder relationships and support them in achieving success in their roles.
- Support other recruiters to achieve delivery targets by providing objectives, direction, and feedback on progress.
- Identify areas of process improvement, taking steps to initiate action, and communicating these to the senior management team as appropriate.
- Produce timely and accurate activity and management information reporting.
- Achieve and maintain target time to hire, a high standard of measurable feedback from candidates and managers, and other metrics.
- Deploy effective recruitment delivery and attraction strategies, using relevant sourcing channels to reduce hiring time and candidate/hiring population satisfaction.
- Steer vacancy consultation discussions with hiring managers, documenting agreed recruitment plans, including role requirements, timeframes, responsibilities for all involved, and the selection process.

- Develop and support targeted sourcing for roles (including web-based and direct sourcing).
- Inform, educate, and advise on interpreting and applying recruitment policies, processes, and best practices; ensuring consistent, accurate and timely advice is provided.
- Develop and maintain pro-active and constructive relationships with stakeholders by demonstrating an understanding of their Division/Faculty/team and requirements, setting expectations accordingly.
- Maintain continuous focus on talent mapping, industry trends and key sources for critical talent, including passive sourcing techniques.
- Proactively manage candidate relationships and their satisfaction with the recruitment experience.
- Conduct screening of candidates (as required).
- Create and maintain strong networks of potential applicants and maintain talent pools.
- Address stakeholder feedback or concerns promptly and in line with the escalation procedure for resolution.
- As required, provide support outside the usual portfolio to assist with the team's service delivery.
- Ensure templates and supporting documentation are up to date, making any required amends for hiring managers to promote a standard and rigorous process.
- Regular TA process audits to ensure that all changes to a candidate's status are tracked on PageUp to enable accurate reporting
- Promote Diversity and Inclusion strategy and other initiatives throughout the recruitment process.
- Proactively support the University's redeployment program.
- Secure a deep knowledge and be compliant with legislation affecting an area of work (e.g. [but not limited to] age discrimination, other employment risks).

Selection Criteria:

Education/Qualifications

1. The appointee will have: A relevant tertiary qualification and/or an equivalent combination of relevant experience and/or education/training.

Knowledge and skills:

2. Ability to demonstrate COO values by acting in the University's best interest; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people, and building relationships in your workplace.
3. Proven experience providing end to end TA support including meeting tight deadlines and dealing with conflicting demands.
4. Significant experience in managing and leading TA professionals in a high-volume shared services function, with a strong understanding of legislation affecting area of work (e.g. [but not limited to] age discrimination, employment risks for contractors) and ability to guide and advise clients on legislation.

5. Demonstrated customer service orientation, exhibiting excellent interpersonal and communication skills and the ability to build effective working relationships with senior stakeholders.
6. An adept skill set of evaluating and improving processes and systems relating to the transactional and procedural elements of the recruitment life cycle.
7. HR project management experience, with the ability to bring together stakeholders, with at times conflicting interests, to further the HR function's ability to adapt to change and provide added value.
8. Established skills in clarifying and applying best practice recruitment policies and processes.
9. A strong commitment to continuous improvement, especially in the delivery of services along with significant experience working with recruitment information and online systems, such as PageUp and ServiceNow.
10. Expertise in various candidate sourcing strategies (e.g., Agency management, web sourcing, networking, advertising, and database searching).
11. Demonstrated ability to work with ambiguity, showing adaptability and flexibility in the provision of TA services.
12. Adept in managing sensitive records and always maintaining confidentiality
13. Working knowledge of employment law as it relates to hiring and selection.