



Position Description

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| College/Division: | Services Portfolio |
| Faculty/School/Centre: | Planning and Service Performance |
| Department/Unit: | Executive Office |
| Position Title: | Planning and Service Performance Intern |
| Classification: | ANU Officer 2/3 (Administration) |
| Position No: | - |
| Responsible to: | Various |
| Number of positions that report to this role: | - |
| Delegation(s) Assigned: | - |

PURPOSE STATEMENT:

The Planning and Service Performance Division integrates five key streams of interrelated work: Service Solutions; Business Intelligence and Analytics; Planning and Reviews; Performance and Institutional Research; and, Digital Solutions; with the support of the Executive Office. The Division takes a leading role in providing data for evidence-based decision making throughout the University and delivering client-focussed services in a culture of continuous improvement in keeping with the Service Performance Framework.

We are seeking 'all-rounder' Interns to assist the broader planning and service performance aims of the University. Successful candidates will have high-level interpersonal skills, an ability to work cooperatively and be highly motivated.

Interns will be assigned to project teams to assist with tasks such as:

- Software configuration and development,
- Business analysis, testing and technical writing,
- Project management,
- Human centred design
- Data validation and analysis,
- Survey design, deployment and results, and
- Benchmarking and global rankings
- Office administration

Interns will be mentored, coached and supported through a positive practical learning experience that supports the strategic aims of the University. Interns will be supported in their roles by the Manager, Capability Development who will work with academic areas to ensure alignment of work assigned and current studies.

Engagement:

- This is a one year paid internship – 12 months fixed term contract
- Your commencement will be aligned with the commencement of Semester 1
- You will be given access to structured and on-the-job development as part of the program
- The role is 20 hours per week and will be built around your study load.
- Additional hours may be available during university holidays.

Eligibility:

- Candidates must be currently enrolled in an ANU undergraduate program related to Business, Engineering, Software Engineering, IT, Computing, Data, Statistics and Social Research Methods

- Candidates must have achieved at least a credit average in their studies
- Australian Residency and / or working rights in Australia

SELECTION CRITERIA:

- A willingness to learn through exposure to a variety of projects
- An ability or experience in keeping thorough records of work undertaken
- A general understanding of University policy, procedures and systems
- An eye for detail
- A fast and flexible approach to problem solving
- Knowledge or a willingness to learn about relevant supporting methodologies such as PMBOK, Lean Six Sigma, DotNet, Kaggle etc
- Previous work experience

Other requirements:

- A genuine team player
- High Level of energy, imitative and self-motivation
- A working knowledge of project management principles
- Experience in delivering high quality work on time
- Be results-driven and have an ability to identify issues and brainstorm solutions

See the [classification descriptors for professional staff and minimum standards for academic staff](#)

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the [Background Checking Procedure](#) which sets out the types of checks required by each type of position.

References:

[Professional Staff Classification Descriptors](#)

[Academic Minimum Standards](#)