



POSITION DESCRIPTION

Department of Management and Marketing
Faculty of Business and Economics

Department Support Officer

POSITION NO	0034087
CLASSIFICATION	UOM 5
SALARY	\$75,011 - \$86,158
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Full-time (1.0 FTE)
BASIS OF EMPLOYMENT	Fixed-term for 18 months
OTHER BENEFITS	https://about.unimelb.edu.au/careers/staff-benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Catherine Mong Tel +61 3 8344 7899 Email c.mong@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 websites:
about.unimelb.edu.au/careers

Position Summary

The Department Support Officer is a key liaison between the Department Senior Leadership team and internal as well as external stakeholders. The Department Senior Leadership team comprise of the Head of Department, the Deputy Head (Teaching and Learning), the Deputy Head (Research and Engagement) and the Department Services Manager. On a day to day basis, the role is responsible for diary and email management and meeting co-ordination for the Department Senior Leadership team. In addition, the role will also include drafting correspondence on behalf of the Head of Department; preparing various documents/reports and preparing HR documents to assist with workforce planning for the Department as well as making travel arrangements for the Head and professorial visitors.

1. Key Responsibilities

1.1 ADMINISTRATIVE SUPPORT

- ▶ Assist the Head of Department to manage daily office activities including managing email and diary, welcoming visitors, preparing reports and presentations, making travel arrangements, and responding to ad hoc in person enquiries.
- ▶ Provide HR support to the Head of Department by communicating compliance requirements; collecting information from staff, reviewing, collating and preparing HR documents in a timely manner for submission as needed. Maintain departmental staff files.
- ▶ Provide support for departmental workforce and succession planning; academic recruitment and selection; onboarding of new staff (including organising international relocations, assisting with school/home/other searches, etc.); preparation of documents for a range of activities including academic confirmation, promotions, academic performance development process and special studies program applications.
- ▶ Act as secretary for the Department Executive Committee and other ad hoc committees as directed by the Head of Department.
- ▶ Assist with financial transactions including organise expense reimbursements for Departmental professorial visitors, raise purchase orders, organise payment of invoices and code the Head of Department's credit card.

1.2 RECORD KEEPING AND INFORMATION DISSEMINATION

- ▶ Develop a system for recording and managing records of departmental activities. This includes decisions made on matters relating to HR, finance and governance of the Department. Recommend different types of useful information for dissemination within the Department and ways to broadcast the information.
- ▶ Responsible for ensuring content of Departmental IT resources (including but not limited to shared drives, intranet, cloud-based device, survey tools, electronic forms) is updated and archived regularly.
- ▶ Maintain up-to-date knowledge of record keeping and ways to disseminate information used in University and externally. Regularly review use and provide recommendation on improvements within the Department.

1.3 TEAM PARTICIPATION

- ▶ Provide advice, support, training and mentoring to other team members to ensure delivery of quality service to the Department and to innovate and continuously improve the service. Provide backup support for other roles in the Department as directed.

- ▶ Undertake projects related to the implementation of shared services in the Faculty as directed by the Department Services Manager.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ A degree in a relevant discipline or an equivalent combination of education/training and relevant experience.
- ▶ Demonstrated experience in managing a busy office and strong interpersonal skills, in particular, effective communication skills with the ability to develop, influence and carefully manage internal and external stakeholder relationships.
- ▶ Demonstrated ability to exercise tact and diplomacy in dealing with a wide range of sensitive issues/people and the ability to maintain confidentiality at all times.
- ▶ Demonstrated strong organisational skills and high level of attention to detail with an ability to prioritise workload to ensure deadlines are met.
- ▶ Demonstrated ability to work effectively and flexibly as a member of a team, and to provide team leadership in areas of responsibility.
- ▶ Demonstrated ability to develop a system for the coordination of resources and flow of information amongst different stakeholders and a high level of proficiency in the use of IT resources (including but not limited to shared drives, intranet, cloud-based device, survey tools, electronic forms) as well as standard application software such as the Microsoft Office suite (mail merge, sorting, filtering and data analysis skills).

2.2 DESIRABLE

- ▶ Experience with the University's committee structure, enterprise administrative systems, financial systems and IT resources.

2.3 OTHER JOB RELATED INFORMATION

- ▶ This position requires the incumbent to hold a current and valid Working with Children Check.
- ▶ Occasional work out of ordinary hours, travel for University related activities, etc may be required due to participation at functions and events.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION/INDEPENDENCE

The Departmental Support Officer will receive general direction from the Department Services Manager. This role will work directly with the Head of Department on a day to day basis with the expectation to independently set and prioritise their day-to-day tasks based on the needs of the Head of Department. The role will work in teams as well as autonomously to initiate contact, liaise with external and internal stakeholders and work with staff across academic and professional units in the University.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Departmental Support Officer will need to interpret and apply University policies and processes and will be required to exercise judgement on work methods and task sequences to meet deadlines. Many functions will be based on clearly defined processes and criteria, whilst others will require analysis, planning and problem solving skills. An important aspect of the role is the exercise of tact and diplomacy in dealing with a wide range of sensitive issues and people and the ability to maintain confidentiality at all times.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Departmental Support Officer will be required to develop a sound knowledge of University and Faculty systems and processes, along with proficiency in Department processes and procedures. A good knowledge of the Department strategy and direction will be needed to be obtained.

3.4 RESOURCE MANAGEMENT

The Departmental Support Officer will hold a University credit card for use when making travel arrangements, facilitate payment of ad hoc expenses and will need to adhere to the University's expectations on responsible use of credit cards. The role has no direct supervisory responsibilities, however, is expected to act as team leader within the Department Services Team with respect to their areas of responsibility. The incumbent will be expected to provide advice, support, training and mentoring to other team members.

3.5 BREADTH OF THE POSITION

The Departmental Support Officer role covers a broad range of duties and responsibilities. The incumbent will interact with internal and external stakeholders and will play a key role in facilitating good working relationships. The incumbent will act as team leader in their areas of responsibility within the Department Services Team. The incumbent will also work across Faculty and University units through participation in projects/working groups in order to continuously review and improve service delivery for the Department.

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 desire to strive 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/people/community/responsibilities-of-personnel>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. Other Information

6.1 ORGANISATION UNIT

The Department of Management and Marketing has 80 academic staff and 35 PhD students, all supported by 8 full-time equivalent professional staff members. Currently, the Department has over 25,000 enrolments in 145 subjects.

The Department also incorporates the International Centre for Research on Organizational Discourse, Strategy & Change (ICRODSC), the Melbourne International Business Research Unit (MIBRU), the Melbourne Human Resource Management Unit (MHRMU) and the Social Investment Research Group (SIRG).

The Department places a high value on teaching quality. Its objective is to offer excellent teaching in both undergraduate and graduate programs. This is achieved by offering a set of subjects that meet the job ready requirements of employees, are up-to-date with developments in the disciplines of Management and Marketing, delivered using innovative methods of teaching.

The Department's main teaching activities focus is the Bachelor of Commerce degree, the graduate programs offered in the Melbourne Business School, and the Executive Education programs, administered by the Faculty.

The typical teaching load is 96 contact hours a year (e.g., three subjects), across two twelve-week teaching semesters. Teaching assistants and tutors are appointed to assist with the large undergraduate classes.

The administrative unit is responsible for all operational aspects of the Department, including financial, human resources and student issues. Staff in this unit are responsible for providing advice and service to staff, students, other University Departments and external organisations.

Information about the Department is available at:

<http://fbe.unimelb.edu.au/managementmarketing>

The Department's research objective is to produce high-quality research, publishable in elite international journals. There is a strong emphasis within the Department on encouraging a positive research culture, promoting collaboration, and providing a supportive atmosphere. The Department is also interested in supporting the Faculty's strategy of having a strong research focus on Asia, already a feature of the work of a number of the Department's staff. The strength of the Department's research culture was recently indicated by the Australian Government's 2012 "Excellence in research for Australia" evaluation, where it received the highest possible ranking of 5 ("Well above world standard") for both "Business & Management" and "Marketing" (see http://www.arc.gov.au/era/outcomes_2012/FoR/15).

Furthermore, the American Marketing Association released the top 50 of most productive universities in terms of the number of *Journal of Marketing* and *Journal of Marketing Research* publications. The Department came in at place No. 44, a shared position with the Joseph L. Rotman School of Management and Babson College (see: <http://docsig.org/wp-content/uploads/2019/01/University-Research-Productivity-in-the-Premier-AMA-Journals-2009-2018.pdf>).

6.2 BUDGET DIVISION

The Faculty is home to Melbourne Business School (MBS) and to six teaching and research departments:

- Accounting
- Business Administration Economics
- Finance
- Management and Marketing
- Melbourne Institute of Applied Economic and Social Research

The Faculty has the following student and academic support centres:

- Academic Support Office
- Student Employability and Enrichment Research Development Unit
- The Williams Centre for Learning Advancement

The Faculty is supported by the following Professional Services Units:

- Finance
- Human Resources (including OHS)
- Marketing and Communications
- Service Level and Facilities Management
- Quality Office

The faculty also hosts two University-wide initiatives:

- The Melbourne School of Professional and Continuing Education (MSPACE) which provides support to all Academic Divisions for their existing professional, continuing and executive education programs, and operates with a specific

whole-of-institution mandate to significantly expand the University's professional, continuing and executive education offerings.

- The Melbourne Entrepreneurial Centre (MEC) which brings together a number of programs to focus a range of activities aimed at developing an entrepreneurial culture at the University of Melbourne.

Our Programs

There are about 9,500 students enrolled in undergraduate and graduate degrees within the Faculty.

The Bachelor of Commerce is one of the most sought-after business courses in Australia. From 1 May 2013 all graduate programs in business and economics are offered through Melbourne Business School. Melbourne Business School offers a full suite of professional masters programs for those with little work experience right through to the MBA suite. It is also the home of leading research masters degrees and the PhD.

Our Graduates

Since the Faculty was established it has produced over 53,000 graduates. Many of our alumni now occupy senior positions in business, government and academia, in Australia and around the world.

Further information about the Faculty is available at www.fbe.unimelb.edu.au.

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>.

6.1 ADVANCING MELBOURNE

The University's strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University's commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

- We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.

- We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.
- We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.
- We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne's academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

6.2 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 <https://about.unimelb.edu.au/strategy/governance>