

# POSITION DESCRIPTION

Student and Scholarly Services  
Chief Operating Officer Portfolio

## Student Services Representative

<b>POSITION NUMBER</b>	0041575 (multiple positions available)
<b>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</b>	UOM 4 - \$66,411 - \$70,483 per annum
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full Time (1 FTE)
<b>BASIS OF EMPLOYMENT</b>	Continuing
<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>	Matt Elsum Tel +61 3 8344 4500 Email <a href="mailto:matthew.elsum@unimelb.edu.au">matthew.elsum@unimelb.edu.au</a> <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:  
[about.unimelb.edu.au/careers](http://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, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

## CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio is responsible for the University's budget and financial performance, and the management of its property and capital. It also delivers efficient and effective shared services in support of all aspects of the University's business.

The COO Portfolio is comprised of eight sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Digital and Data
- Finance
- Legal and Risk
- Operational Performance Group
- Property
- Research, Innovation and Commercialisation
- Student and Scholarly Services

## **STUDENT AND SCHOLARLY SERVICES**

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

## **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.

## **ABOUT THE ROLE**

### **Position Purpose:**

Stop 1 is the home of student services online, on the phone and in person at the University of Melbourne. The Student Services Representative position is a core function in the Stop 1 in-person support team, responding to a broad range of face-to-face enquiries in accordance with established business practice guidelines and referral protocols. This includes the accurate and timely provision of advice to current students, future students, internal stakeholders and the general public, immediate transactional support for a range of activities including student cards and academic statements, management of feedback, and appropriate referral for specialist assistance. The aim in all instances is to empower our customers to self-manage future enquiries as far as possible. The position requires the successful applicant to demonstrate sound emotional intelligence in order to provide tailored assistance and exercise sound judgement at all times.

Under the immediate supervision of the Coordinator, Stop 1 In-Person Student Support, the position works closely with other Student Services staff to ensure delivery of high-quality, responsive customer service in a dynamic frontline environment. The development of strong working relationships with other student services teams and the wider University is central to the role. The ability to quickly build a solid knowledge of student service offerings and related processes is also a core requirement.

Reporting line: Coordinator, Stop 1 In-Person Student Support

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: #

### **Key Dimensions and Responsibilities:**

Task level: Moderate

Organisational knowledge: Significant

Judgement: Moderate

Operational context: \*

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:**

#### **CUSTOMER SERVICE**

- Provide accurate and consistent information within established service and performance parameters.
- Take ownership of enquiries and resolve at first point of contact as appropriate through the effective use of information sourced from a variety of published resources or subject matter experts.
- Adhere to established business practice guidelines and referral protocols and use sound judgement to determine when to refer enquiries on for specialist advice or support.
- Ensure that all interactions are managed sensitively and in accordance with the University's privacy policy. This includes appropriate management of feedback.
- Work collaboratively with Student Services staff in other teams to identify and develop initiatives that optimise access to information and ensure a student-centred and coordinated approach to service delivery.

- Approach every enquiry proactively with a clear commitment to the delivery of service excellence and the student experience in accordance with the University's service values.
- Build effective relationships with Student Services colleagues and all internal stakeholders.

#### **ORGANISATIONAL AND ADMINISTRATIVE SKILLS**

- Effectively utilise University systems and adhere to the business processes and procedures that govern their use.
- Actively contribute to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction.
- Manage enquiry follow-up for both current and future students within agreed business protocols in consultation with floor support as required.
- Adhere to roster and break schedules, ensuring your time is effectively and responsibly managed to minimise impact on broader service delivery.
- Provide assistance with additional activities as required.

#### **PROJECTS AND OTHER ACTIVITIES**

- Participate in the University's annual Open Day activities and assist with other student-related activities (such as future student events, Stop 1/campus tours, academic progress committees) as required.
- Continuously develop professional knowledge and skills and keep up-to-date with new developments relevant to the role and the University's strategic objectives.
- Participate in the training and mentoring of new professional and casual student staff as required.
- Develop and deliver training across the year for professional staff.
- Provide support for pop-up peak activities (student cards, Timetabling Lab)

#### **Selection Criteria:**

##### **Education/Qualifications**

1. An undergraduate qualification and/or equivalent mix of education and relevant professional experience.

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

2. Demonstrate the University's core service values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the enquiry; and working collaboratively as one team, connecting with people and building relationships in your workplace.
3. Demonstrated commitment to providing quality customer service and ability to manage pressure in a fast-paced, frontline customer service environment.
4. Excellent written and spoken communication skills, with demonstrated experience in effectively managing enquiries in person.

5. Strong organisational skills and the ability to work flexibly with a range enquiries and activities across multiple service environments.
6. Experience working within a clear set of protocols and guidelines, including the appropriate referral of enquiries for specialist assistance.
7. Ability to apply sound judgement, be sensitive to individual circumstances, and maintain a high level of confidentiality.
8. Ability to work collegially in a team environment, share information and provide feedback on opportunities for service improvement.
9. Commitment to building relationships with internal stakeholders, and receptively engage with feedback, new ideas and learning opportunities.
10. Sound computer literacy skills, and the ability to work with new technologies and systems.

#### Desirable

1. Experience working in a frontline customer service environment.
2. Experience working or studying in a tertiary education environment.

#### Other job related information:

- Stop 1 standard hours of operation are from 8.45am-6.00pm; the ability to work staggered 7.25hr shifts between these times as required.
- Non-standard work hours may at times be required during peak periods.
- Annual leave must be taken at a time which accommodates peak workflows. Leave from December through March and June through July is unlikely to be approved unless there are extenuating circumstances.