POSITION DESCRIPTION

Academic Services
University Services

Senior Improvement Analyst

POSITION NUMBER	0043903
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 8 - $99,199 - $107, 370 per annum
SUPERANNUATION	9.5%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed-term for 12 months
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.
FOR ENQUIRIES ONLY CONTACTS	Barb Sellers Tel +61 3 90354588 Email barbara.sellers@unimelb.edu.au Stephanie Spence Tel +61 3 83443340 Email stephanie.spence@unimelb.edu.au *Please do not send your application to these contact*s

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, 'Growing Esteem', at http://about.unimelb.edu.au/strategy-and-leadership

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

ACADEMIC SERVICES

Academic Services brings together student, academic and library services in an integrated network to support the University's core business of learning and teaching, research and engagement. The Business Improvement Group (BIG) supports Academic Services to improve the customer experience by streamlining processes, optimising resources, and making decisions based on evidence. The team does this by bringing together expert resources and key stakeholders to co-create solutions to common challenges. Using a variety of techniques, tools, and methodologies, the Business Improvement Group works with business owners to identify opportunities and deliver service improvement initiatives through process reform, practice realignment and facilitating cultural change.

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:

The Senior Improvement Analyst plays a key role in supporting business improvement activities within Academic Services to improve the student and customer experience. This will be achieved by working in collaboration with business owners, subject-matter experts, and other key stakeholders to understand business problems, identify opportunities for improvement, and lead or contribute to activities that support the development and implementation of innovative solutions. It is crucial that the Senior Improvement Analyst has expertise in business analysis and project management tools, techniques, and methodologies, including the use of project control methods such as risk and issue management. It is

highly desirable to have experience in change management. The Senior Improvement Analyst will be an active advocate of continuous improvement, delivering process excellence through human-centred design, and other improvement methodologies (eg. Lean Six Sigma) to build capability within Academic Services and ensure sustainable change.

Under the supervision of the Program Manager, the Senior Improvement Analyst will engage with stakeholders across the University, including University Services and academic divisions (faculties, schools, and departments) and ensure that improvements are customer-centric. Projects may include supporting strategic initiatives or improvements to core business processes, such as those relating to enrolment and course planning. Improvements will be made to improve the customer experience, increase efficiency and reduce waste, drive towards consistency of practice, and leverage system support of business processes to meet the needs of end users.

Reporting line: Program Manager
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: n/a

Key Dimensions and Responsibilities:
Task level: Significant
Organisational knowledge: Significant
Judgement: Significant
Operational context: University-wide, including business owners and subject-matter experts in Academic Services, and key stakeholders in academic divisions and across University Services and Chancellery
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/people/community/responsibilities-of-personnel.
Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:
- Under broad direction from the Program Manager, lead business improvement and strategic projects including facilitating activities to ensure participation from all stakeholders, determining and applying appropriate business analysis techniques such as: stakeholder identification and management; analysing and documenting processes and opportunities to improve the customer

experience; using data to validate solutions; and supporting the implementation of solutions or improvements.

- Enable improvements to process and practices by coaching and facilitating engaging training to stakeholders on business improvement concepts, tools, and methods.
- Demonstrate strong problem-solving ability to assist with continuous improvement of initiatives.
- Draft high-quality communications and deliver presentations or showcases, with a view to driving organisational change.
- Contribute to operational support, planning and the Business Improvement Group's achievement of agreed service levels, as required.
- Continuously develop professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation's broader objectives.
- Demonstrate a commitment to actively contributing to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement, and job satisfaction.
- Contribute to organisational effectiveness by working in a transparent and consultative manner, sharing personal knowledge and technical expertise, undertaking assigned activities, maintaining co-operative working relationships with colleagues, and seeking and responding to feedback.
- Actively champion a culture of continuous improvement and innovation related to methodologies, communication, and best practice.

Selection Criteria:

Education/Qualifications:

1. The appointee will have a tertiary qualification in a relevant discipline and/or equivalent mix of education and relevant experience in business analysis and/or project management.

Knowledge and skills:

2. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
3. Significant experience in process improvement and problem-solving in a large and complex organisation (preferably in higher education), and the proven ability to deliver detailed business requirements.
4. Excellent analytical and critical thinking skills with the ability to apply and interpret data.
5. Excellent communication skills, including the ability to translate and provide clarity between business and technology teams.
6. Strong interpersonal skills with the ability to motivate, mentor, negotiate, and develop strong working relationships with senior stakeholders.

7. Ability to work in a flexible and changing environment, displaying initiative to achieve specified goals with changing priorities and tight deadlines.

Desirable:

8. A sound knowledge of the higher education sector, including university policies and procedures, and experience working with academic divisions.
9. Experience working in an Agile environment.