

POSITION DESCRIPTION

Academic Services
University Services

Manager: Business Insights and Reporting

POSITION NUMBER	0045739
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 9 - \$115,726 - \$120,404 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of up to 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term available for 2 years
HOW TO APPLY	<p>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.</p> <p>Indigenous applicants are encouraged to apply.</p>
CONTACT FOR ENQUIRIES ONLY	<p>Paul Hargreaves Tel +61 3 83449822 Email harp@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, '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

Choose an item.

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 service for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The Manager is one of the members of the Academic Services Business Improvement team and leads an organisational program of work that will deliver efficiency and effectiveness improvements across the portfolio that are linked to the University Services 2020 vision.

The position is responsible for the delivery of a series of business improvement initiatives, working in collaboration with sponsors and business owners and a wide range of University staff at a number of levels. The Manager engages with staff to analyse and review activities and identify opportunities for improvements that can be identified using insights drawn from data. The Manager is responsible for overall planning and coordination of initiatives designed

to respond to opportunities, including liaison and consultation with key senior staff across the University, the identification and management of potential opportunities, hurdles and solutions, and implementation.

The Manager will be a champion for fundamental change to service delivery through the use of data, with an exceptional understanding of the needs of both students and academic staff in the delivery of services as well as detailed business knowledge about how student and academic services are managed at the University of Melbourne and comparator institutions. The incumbent will have outstanding leadership, negotiation, change management and communication skills, building effective working relationships within and across teams

Reporting line: Associate Director, Business Improvement

No. of direct reports: 3

No. of indirect reports: 0

Direct budget accountability: N/A

Key Dimensions and Responsibilities:

Task level: Extensive

Organisational knowledge: Significant

Judgement: Extensive

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:

- Manage a discrete series of business improvement initiatives linked to the University Services 2020 vision to provide reporting and data to drive insights.
- Ensure the delivery, against target and deadline, of the initiative deliverables for which the incumbent is responsible.
- Supervise staff allocated to specific initiatives and be accountable for their work and delivery against targets and deadlines.
- Liaise with a range of stakeholders to establish business critical information, deliverables and anticipated outcomes and identify.
- Work closely with individual sponsors and business owners to agree deliverables, timelines and targets.
- Work closely with the team to identify opportunities to improve student experience through our service offerings

Selection Criteria:**Education/Qualifications**

- ▶ The appointee will have a Postgraduate qualification and extensive relevant experience of team management; or an equivalent combination of relevant experience and/or education/training

Knowledge and skills:

1. 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.
2. Demonstrate strong Leadership qualities and has experience in managing operational teams.
3. A demonstrated understanding of the needs of internal stakeholders in the delivery of data and reporting services and a track record of delivering solutions that respond to these.
4. Exceptional organisational and administrative skills, including the ability to exercise self-direction and prioritise workloads and ensure timely delivery of projects.
5. Demonstrated capacity to exercise sound autonomous judgement and to have a high level of initiative, including the ability to independently formulate and implement new ideas.
6. Strong interpersonal and communication skills, with a track record of effective stakeholder engagement and the ability to interact with and influence a broad range of people.
7. Ability to work collaboratively and flexibly both in a team and independently, and in an environment with changing demands.

Other job related information:

None