

POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer Portfolio

Digital Service Officer

POSITION NUMBER	0049245
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 6 - \$83,301 - \$90,170 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
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.
CONTACT FOR ENQUIRIES ONLY	Louise Kellerman Tel +61 3 8344 9700 Email louise.kellerman@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 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>

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.

The Careers and Employability team and service support students to build, transfer and translate university learning, skills and other experiences into employability learning and work-related opportunities.

We help students to reflect on, research and explore their career direction, make the most of experiences and navigate transition by providing expert advice, employability skills development, industry and employer engagement, interactive tools, online resources and collaborative delivery with University colleagues into and alongside the curriculum.

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 Digital Service Officer will support the delivery of online career services for current University of Melbourne students. The role will coordinate a range of digital platforms and the development of engaging digital content. The team operates within the Careers and Employability area and aims to provide students with a curated digital careers service that is accessible and relevant to where they are in their current career journey. The overall goal of the area is to connect a greater number of students with programs, career tools and professional networks, including their peers, alumni and industry, to prepare students for success as graduates. Engagement with key stakeholders, particularly faculty enrichment and experiential learning colleagues, will be a focus.

The Digital Service Officer will also contribute to data-driven service design through innovative collection of data and identify and report on trends and insights across the online career service offering.

Reporting line: Digital Services Coordinator

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: none

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: Across University academic divisions and the COO portfolio and with external stakeholders.

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:

- Design and deliver innovative online learning solutions for students' career development via a range of digital tools/channels including: careers website, CareersOnline, LMS (Canvas), Kaltura, e-Portfolios and the University's EmployMe (Abintegro) tool.
- Act as a consultant to key faculty partners and careers consultants, accurately identifying client needs and acting with accountability to ensure the timely delivery of projects and new initiatives
- Proactively analyse service design to answer key questions from stakeholders or out of self-initiated curiosity, investigating and communicating areas for improvement
- Employ design thinking and techniques to design curated online learning experiences for students
- Lead the design of online communications for digital platforms including videos and infographics, with an aim to increase audience reach
- Define and implement data collection and management including the interpretation and analysis of engagement statistics across platforms

Selection Criteria:

Education/Qualifications

1. The appointee will have: a Bachelor's degree and/or equivalent combination of education/training and extensive relevant experience in a field related to digital service design.

Knowledge and skills:

1. Demonstrate COO (Chief Operating Officer Portfolio) values 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, connecting with people and building relationships in your workplace.
2. Demonstrated expertise and experience in the design, optimisation and continuous improvement of services, responsive to stakeholder needs.
3. Well established experience in building and maintaining relationships with a wide range of stakeholders and the ability to operate in a complex matrix organisational structure.
4. Proven experience in digital service design and knowledge of digital tools i.e. LMS, content management systems, integrated learning tools and online programs, preferably within an Education context.
5. Strong analytical and problem-solving skills and the initiative to present findings for consideration.
6. Outstanding written and verbal communication skills, with the ability to synthesise information and create visually engaging communication for a variety of audiences.
7. Demonstrated strong organisational and project management skills, including the ability to plan, prioritise, monitor and evaluate.

Other job-related information:

Desirable:

8. Experience working within an Educational institution in an employability context.
9. Experience designing with the Adobe Design Suite.

Occasional work out of ordinary hours and travel may be required.