

POSITION DESCRIPTION

Operational Performance Group
Chief Operating Officer Portfolio

Service Improvement Manager

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| POSITION NUMBER | 0062242 |
| PROFESSIONAL CLASSIFICATION STANDARD/SALARY | UOM 10 - \$143,913 per annum (pro rata for part-time) |
| SUPERANNUATION | Employer contribution of 17% |
| WORKING HOURS | Full Time (1 FTE) |
| BASIS OF EMPLOYMENT | Fixed term available for 2 years |
| 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 | Elissa Whan Email elissa.whan@unimelb.edu.au |

Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank, and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff, and students we are privileged to work and learn every day with Indigenous colleagues and partners.

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, 'Advancing Melbourne', at <https://about.unimelb.edu.au/strategy/advancing-melbourne>

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff, and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation, and improved performance, within and across functions. It is responsible for functions relating to the University's finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

OPERATIONAL PERFORMANCE GROUP

The Operational Performance Group delivers functions that facilitate the design, evaluation, and improvement of services across the University, and business partnering services to Chancellery.

The OPG brings together a range of cognate business functions and expertise such as: data governance, management, and analytics; business transformation and decision support; operational and service improvement, service design, experience, culture, and capabilities; digital operations; and business continuity planning.

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 Advancing Melbourne strategy that addresses 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 Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:

The Service Improvement manager plays a critical role in the Operational Performance Group, leading a core contribution and expertise in our proposition of supporting the University in service and continuous improvement. Reporting to the Associate Director, Business Improvement, this role is responsible for the quality of practice of service improvement, improving the way we manage and improve processes across the University by:

- identifying and delivering meaningful process improvement opportunities to the University community in an intentional and coordinated manner.
- enhancing cross-functional clarity of responsibility through the establishment of business process ownership across key operations.

This position will lead a team of high performing professionals in the Digital, Design & Service Experience Team.

Reporting line: Associate Director, Business Improvement

No. of direct reports: 8

No. of indirect reports: 1 to 5

Direct budget accountability: #

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

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:

- Demonstrate a versatile toolkit proficiency, expertly navigating through a blend of Design (Service Design, UX design) and Service Improvement methodologies (including Lean, SixSigma, and Business Process Mining) as appropriate to achieve the optimal outcome.
- Develop and shape Service Improvement demand and resourcing strategies, including facilitating, and engaging external suppliers.

- Provide leadership oversight for small- and large-scale projects/programs to deliver an improved service experience for our students, academics, and staff.
- Manage the day-to-day operations of the Service Improvement team, including project support, staff performance, development, and well-being through effective communication and coaching.
- Cultivate a collaborative environment that fosters high achievement and cooperation. As a seasoned mentor, coach, and technical authority, empower staff to excel in their roles.
- Drive the growth of service and process improvement capability across all roles in the DDSE team, practice guidance and capability uplift for project stakeholders and in the broader University community.
- Champion sustainable outcomes that support the University's commitment to continuous improvement.
- Provide leadership and direction to service improvement practitioners across the University, regardless of reporting line.
- Collaborate effectively with and manage relationships involving senior stakeholders throughout the University, advocating for the merits of Service Improvement methods, tools, and mindset to address complex problems and opportunities.

Selection Criteria:

Education/Qualifications

1. The appointee will have qualifications which may be in one of the following fields of study – Lean, 6Sigma, Lean 6Sigma, BPM or an equivalent combination of relevant experience and education/training per the current Enterprise Agreement classifications.
2. Ideally, tertiary, or other qualifications which may be in one of the following fields of study – Business, Engineering, Systems Thinking

Knowledge and skills:

1. Proven leadership and people management experience, a track record of inspiring and developing others.
2. Possess the gravitas to motivate and influence senior stakeholder relationships across a complex organisation.
3. Strong verbal and written communication skills, including presentation and facilitation skills.
4. Growth mindset in actions evidencing empathy, curiosity, and optimism\resilience.
5. Extensive experience and deep understanding of Service, Process and Business improvement methodologies.
6. A true passion for humans and continuous improvement with an ability to engage and advocate for these methods across a range of stakeholders in the University.
7. A demonstrated ability to – Frame a problem, use a variety of problem-solving approaches, gather and analyse quantitative and qualitative data to understand Voice of Customer, define

critical performance measures, construct process and value stream maps to identify improvement opportunities, analyse process and remove non-value-added activities; improve and smooth the process flow, reduce process variation, involve and equip the people in the process, undertake improvement activity in a systematic way putting in place means to monitor the process

8. Advanced project management skills including planning, scheduling, governance, risk management.
9. Ability to facilitate engaging workshops including skills training, education, and coaching.
10. A demonstrated ability to lead multi/trans-disciplinary project teams in Agile environments, specifically with Business Process Ownership and Service Improvement methodologies.

Other job-related information:

Occasional work out of ordinary hours.

Employment in this position is conditional upon receipt and maintenance of a Working with Children Check