



## POSITION DESCRIPTION

School of Social and Political Sciences  
Faculty of Arts

### School Support Officer

<b>POSITION NO</b>	0062906
<b>CLASSIFICATION</b>	UoM 5
<b>SALARY</b>	\$83,159 – \$95,518 p.a.
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>EMPLOYMENT TYPE</b>	Full-time (continuing)
<b>OTHER BENEFITS</b>	<a href="https://about.unimelb.edu.au/careers/staff-benefits">https://about.unimelb.edu.au/careers/staff-benefits</a>
<b>HOW TO APPLY</b>	Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Natalie Reitmier, School Manager Tel: +61 3 8344 9953 Email: <a href="mailto:nataliem@unimelb.edu.au">nataliem@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/career](http://about.unimelb.edu.au/career)

## ***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.

## ***Position Summary***

The School Support Officer will provide a broad range of high quality administrative and operational support to the School to ensure a smooth running of all recruitment activity, local onboarding, office relocations, purchasing, and occupational, health and safety coordination. They will work collaboratively with the School's core professional team and report to the School Operations Coordinator.

Across the year the position is expected to work collaboratively with academics from within the school, University shared services, business units, and senior leaders from across the Faculty to support the ongoing teaching and research workforce of the School.

They must have the ability to flexibly contribute to team-based tasks as well as perform tasks on an independent basis which is paramount to the role. Additionally, they must have highly developed organisational skills, excellent interpersonal skills, and a high level of initiative, motivation, and professionalism to effectively manage the responsibilities of the position.

## ***Key Responsibilities***

- Under the direction of the School Operations Coordinator and School Manager, administer the full recruitment process for appointments including managing the position approval process, liaising with the HR and Talent Acquisition team to advertise positions, supporting panel chairs with interview and presentation schedules and logistics, maintaining regular communication with candidates, submitting ServiceNow offer requests, and closing positions
- Support queries in relation to visa processes, relocation requirements and workplace adjustment requirements for new staff to ensure a seamless transition into their new work environment
- Work collaboratively with the School professional team to understand and achieve the School's operational and strategic goals
- Direct staff to relevant sources of support in relation to University policies and systems and Faculty Operating Rules, to ensure compliance.

- In consultation with the School Manager and the HR Business Partner, plan and administer a cyclical schedule of activities and communications to ensure that School staff understand the recruitment and the onboarding lifecycle in the University, Faculty and School
- Prepare a local welcome and induction process for all School appointments, ensuring the key stakeholders are engagement in the process and milestones are achieved in a timely manner
- Coordinate the allocation of office space, equipment, and resources
- Work closely with the School professional staff team and Shared Services to ensure facilities are well-resourced and maintained to meet University ergonomic, Occupational, Health and Safety, and IT standards.
- When required, coordinate staff exit procedures including ensuring office keys are returned and office space has been vacated.
- Update the relevant School records and web pages to track new staff details, update distribution lists, floor plans and key registers
- Act as the primary contact point for queries in relation to the School and triage to appropriate staff members for follow-up and support
- Act as delegated OHS support for the School

## ***Selection Criteria***

### **1.1 ESSENTIAL**

- Completion of a relevant degree, (or completion of a diploma qualification and subsequent relevant work experience; completion of a Certificate IV and extensive relevant work experience), or an equivalent combination of experience and education/training
- Commitment to quality client service, focusing on providing accurate and timely information to a diverse client base and looking for opportunities to add value
- Demonstrated ability and experience in providing effective administrative support
- Sound time management skills including the ability to work independently and to manage competing responsibilities
- Demonstrated ability to communicate effectively with a wide range of people including academic and professional staff, visitors, contractors and service providers
- Demonstrated ability to perform and work collaboratively in a team with the ability to maintain confidentiality and exercise discretion
- Demonstrated experience in using Microsoft Office including a high-level competence in the use of Word, Outlook, Excel and PowerPoint
- Organisational skills with demonstrated ability to prioritise a range of tasks, manage time effectively, apply good judgement and work with minimal supervision
- Demonstrated commitment to the Faculty's values of:
  - Courage and Creativity
  - Rigour and Integrity
  - Generosity and Humility
  - Intellectual freedom and critical independence
  - Diversity and inclusion
  - Trust and Mutual Respect
  - Social Justice and Civic Responsibility
  - Openness and Transparency
  - Environmental Sustainability

## 1.2 DESIRABLE

- Experience of the University of Melbourne's enterprise systems such as Themis and Locomote TMP.
- Experience in or understanding of the higher education sector

## 1.3 OTHER JOB RELATED REQUIREMENTS

Although the School offers some flexibility, this role is expected to work on campus 4 days per week to support operational requirements.

## ***Job Complexity, Skills, Knowledge***

### 1.4 LEVEL OF SUPERVISION / INDEPENDENCE

The School Support Officer will operate under the supervision of the School Operations Coordinator and School Manager. They will demonstrate high levels of initiative, exercise a level of independence and will demonstrate sound judgement and clear decision-making.

The incumbent is responsible for prioritising their own day-to-day work and for liaising effectively with key academic and professional staff. The incumbent is also expected to work collaboratively and collegially with other team members.

### 1.5 PROBLEM SOLVING AND JUDGEMENT

The incumbent will be required to perform a variety of tasks and functions based on clearly defined procedures and will operate within set time frames. They will demonstrate problem-solving skills and will have the ability to identify areas for process improvement within the School. They will be confident to determine when to escalate issues to the School Operations Coordinator, School Manager and/or the Head of School as appropriate.

### 1.6 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent will have a broad knowledge of University policies relating to their duties and a competent understanding of policies relevant to the administrative, financial and human resources aspects of the operation of the School. They will also have a good understanding of the University's OH&S policies and procedures.

### 1.7 BREADTH OF THE POSITION

The position covers a wide range of tasks which will involve consultation with the School's Operations team, the Head of School, and other academic and professional staff. The position will engage regularly with University Services (Human Resources, Facilities and Property, Information Technology, Finance) as well external service providers for staff relocation support (e.g. Elite Woodhams)

## ***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.

## ***Occupational Health and Safety (OHS)***

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.

OHS responsibilities applicable to positions are published at:

<https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

## ***Other Information***

### **1.8 ORGANISATION UNIT**

### **1.9 THE SCHOOL OF SOCIAL AND POLITICAL SCIENCES**

The appointee will join the School of Social and Political Sciences, which is at the forefront of teaching and research in the social sciences in Australia and internationally. The School's aim is to redefine the world and change what matters, and our work is underpinned by the values of intellectual freedom, integrity, diversity, environmental sustainability and social justice. We value collegiality and active citizenship and are committed to contributing strongly to public and institutional life, and to providing an engaged and distinctive social science and arts education for our students.

Our School consists of a team of more than 150 dedicated academic and professional staff in the disciplines of Anthropology and Development Studies, Political Science, Criminology and Sociology. We are an active and engaged School, with staff and students involved in and leading major research and engagement concentrations such as the Anti-Racism Hallmark Research Initiative, the Future of Work Lab, the African Studies Group, the Myanmar Research Network, the Australian Centre, the Pacific Network, and the Gender Studies program. Senior leadership of the School comprises the Head of School, School Manager, Deputy Head (Research), Deputy Head (Teaching and Learning), Deputy Head (Partnerships), Deputy Head (Equity and Diversity), Director-International, Director-RHD and Directors of the Early Career Academic Network. The School values its local, regional and international partnerships with external organisations and communities, with significant partnerships with the Brotherhood of St Laurence, Scope Australia, and the Universitas Gadjah Mada.

The School is aligned with the Faculty of Arts' commitment to being transformed by Indigenous knowledges and perspectives across its teaching, research, and local and international partnerships activity. To enable this transformation, the Faculty of Arts has reformed its governance to include the role of Associate Dean Indigenous who leads the implementation of the Faculty's Divisional Indigenous Development Plan. This plan commits the Faculty to furthering the impact of its Indigenous Studies program and research activities including that of the Research Unit on Indigenous Languages and the renewed Australian Centre that takes up the agenda of the former Indigenous-Settler Relations Collaboration.

The School is committed to providing an environment that will sustain and enable First Nations and persons of colour to flourish in their chosen fields. The Head of School is committed to maintaining an environment for all staff in the School in which staff are valued for the work they do, and are supported to do excellent work. This includes clear communication channels and the maintenance of structures of governance and collegiality, and a culture of substantive equity for all staff. We strongly welcome applications from Aboriginal and Torres Strait Islander peoples, from people of diverse cultural backgrounds, from persons of colour, and from people with disabilities. If you have any questions at all about the position, or the format that the application should take, please be in contact with the person named on the last page of this position description.

<https://arts.unimelb.edu.au/school-of-social-and-political-sciences>

## 1.10 BUDGET DIVISION

### 1.11 THE FACULTY OF ARTS

The Faculty of Arts at the University of Melbourne is widely recognised as Australia's leading centre for the study of the Humanities and Social Sciences.

The Faculty of Arts is committed to creating a workplace where equity, diversity and inclusion are celebrated and everyone is treated fairly, regardless of gender, sexuality, ability, ethnicity, religion or age. People with diverse experiences and especially Aboriginal and Torres Strait Islanders and other First Nation people are strongly encouraged to apply.

If you have any accessibility or other requirements for the application or interview, please contact us. We are dedicated to ensuring barrier free and inclusive practices to recruit the most talented candidates. A position description is available in alternate formats if required, including large print.

The Faculty of Arts at the University of Melbourne brings together leading scholars across 40 disciplines of study in the Humanities and Social Sciences. Our academic staff are of international standing and committed to excellence in teaching and research.

The Faculty is home to the University's first degree, the Bachelor of Arts, which is one of the most sought-after degrees in Australia, consistently attracting outstanding students from around the country and internationally. Our teaching programs encourage critical inquiry, creativity, global perspectives and the questioning of ideas. In 2016, the Faculty opened Arts West – an award-winning building in the heart of the historic campus and a new home for the Bachelor of Arts. Arts West supports active and informal learning through object-based learning laboratories and purpose-built teaching spaces which has transformed teaching and learning in the Humanities and Social Sciences, setting a new benchmark in the Asia region.

Our Graduate School of Humanities and Social Sciences offers 19 professionally oriented Masters programs, including Arts and Cultural Management, Applied Linguistics, Global Media Communication, International Relations and Public Policy and Management. The Graduate School also houses our outstanding PhD program.

Over its 150-year history, the Faculty has produced leaders in a wide range of fields, including government, business, creative industries and media, community and not-for-profit organisations. The Faculty maintains strong strategic relationships with leading international universities through joint teaching collaborations, research projects and student exchange programs. Partnerships with government, not-for-profit and private organisations facilitate work integrated learning opportunities for our students and research collaboration with our researchers. The Faculty has an active and vibrant outreach program, promoting lifelong learning in the Humanities and Social Sciences.

Our community includes over 700 academic and professional staff, 13,000 students across undergraduate, graduate coursework and research higher degree programs, and a strong and active alumni population of over 70,000 worldwide.

Alongside the Graduate School of Humanities and Social Sciences, the Faculty consists of five interdisciplinary Schools:

**Asia Institute** – the University’s key centre for study in Asian languages and cultures, with programs including Arabic, Chinese, Indonesian and Japanese languages, alongside Asian, Islamic and Contemporary Chinese Studies.

**School of Culture and Communication** – with programs in Art History and Curatorship, Arts and Cultural Management, Indigenous Studies, Creative Writing, English and Theatre Studies, Media and Communications, Publishing and Communications, Journalism, and Screen and Cultural Studies.

**School of Historical and Philosophical Studies** – encompassing History, History and Philosophy of Science, Philosophy, Jewish and Hebrew Studies, Conservation and Classics and Archaeology.

**School of Languages and Linguistics** – includes French, German, Italian, Russian and Spanish languages, alongside European studies, Latin American studies and Linguistics, Applied Linguistics and English as a Second Language.

**School of Social and Political Sciences** – with programs in Anthropology and Development Studies, Criminology, Political Science, and Sociology and Social Policy.

## 1.12 FACULTY OF ARTS STRATEGY

Under the leadership of Professor Russell Goulbourne, we have launched a **Faculty of Arts Strategy** focusing on:

- Transformative learning
- Research that makes a difference
- Partnerships that add value
- Support for all staff

### **Mission**

The Faculty of Arts is committed to benefiting the peoples, cultures and economies of Melbourne, Australia, the region and the world.

We do this across our distinctively broad range of Humanities and Social Sciences disciplines by creating, transforming and sharing knowledge that deepens and enriches understanding of what it means to be human and by developing graduates whose skills, values and empathy enable them to shape better, fairer and more sustainable societies.

### **Values and Behaviours**

We are committed to benefiting the peoples, cultures and economies of Melbourne, Australia, the Region and the World. We expect all our staff to commit to our values of:

- Rigour and integrity, generosity and humility, intellectual freedom and critical independence
- Diversity and inclusion, trust and mutual respect, social justice and civic responsibility
- Courage and creativity, openness and transparency, environmental sustainability.

### **Vision**

Building on our achievements to date, by 2025 the Faculty of Arts will be:

- the leading faculty of our kind in the Asia-Pacific region and one of the most compelling in the world, known above all for the difference we make locally, nationally, regionally and globally
- home to a dynamic, diverse and inclusive community of staff and students who are committed to achieving our full potential by working together and with our partners in a spirit of courageous generosity
- transformed by recognising and engaging the ways of knowing held by Aboriginal and Torres Strait Islander peoples, on whose land we work

<https://arts.unimelb.edu.au>

## **1.13 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 employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>

## **1.14 ADVANCING MELBOURNE**

The University's strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University's commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

- We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.
- We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.
- We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.



- We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne's academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

### 1.15 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <https://about.unimelb.edu.au/strategy/governance>