

# POSITION DESCRIPTION

Student and Scholarly Services  
Chief Operating Officer Portfolio

## Learning Systems Administrator (SES)

<b>POSITION NUMBER</b>	900711
<b>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</b>	UOM 6 - \$83,301 - \$90,170 per annum (pro rata for part-time)
<b>SUPERANNUATION</b>	Employer contribution of 9.5%
<b>WORKING HOURS</b>	Full Time (1 FTE)
<b>BASIS OF EMPLOYMENT</b>	Fixed term available for 1 years
<b>HOW TO APPLY</b>	Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , 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.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Jeremy Goh Tel +61 3 9035 8762 <a href="mailto:jeremy.goh@unimelb.edu.au">jeremy.goh@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/careers](http://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.

Learning Environments supports all Campuses, Faculties, Schools, Departments and affiliated Institutes of the University in their learning and teaching and the provision of the University's Central Educational Technology Portfolio. The Academic and Learning Systems Support team is part of Learning Environments and is responsible for the administration, support and development of the University's central educational technology portfolio and related services.

## **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 Learning Systems Platform Administrator (SES (Subject Experience Survey)) has strong technical ability and experience with the Explorance Blue application and provides day to day operational support for the core SES platform at the University of Melbourne. The role receives direction from the Manager, Academic Learning Systems Support (ALSS) and senior members of Learning Environments. The incumbent is expected to work with staff and students across the University and externally, to support the central SES application Explorance Blue and undertake SES support activities such as the virtual and

physical SES campaign, administrative system support, troubleshooting and answering SES queries from staff and SES Faculty and School representatives.

Reporting line: Manager, Academic & Learning Systems Support

No. of direct reports: 0

No. of indirect reports: 1 to 5

Direct budget accountability: N/A

### **Key Dimensions and Responsibilities:**

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: Learning Environments supports all Campuses, Faculties, Schools, Departments and affiliated Institutes of the University in their learning and teaching and the provision of the University's Central Educational Technology Portfolio.

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:**

- Lead the surveying, analysis, monitoring and reporting of the effectiveness of the SES campaign which occurs twice a year throughout the University, assisting Faculty and School representatives to setup surveys for students through the University's SES application.
- Contribute to user-focused service delivery for the SES, in accordance with agreed procedures and service targets/Service Level Agreements (SLA). This includes maintaining a very high standard of responsiveness for user liaison, training and communications, and actively participating in the promotion and marketing of the service.
- Lead the production of SES support materials and resources for all involved in the SES campaign going through the SES application
- Liaise with Infrastructure Services and vendors as necessary on operational processes to maintain the SES application.
- Actively contribute to projects related to the enterprise SES system, in collaboration with teams from IS and LE by developing and testing student and staff data that integrates with the SES.
- Contribute to the development of an active community of practice at the University for users of the SES.

- Demonstrate expertise by maintaining and continuously developing professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation's broader objectives. Readily share knowledge and undertake other projects and duties which are broadly aligned with the key responsibilities of this position.

### **Selection Criteria:**

#### **Education/Qualifications**

The appointee will have: Undergraduate qualifications, postgraduate qualifications, or relevant qualifications, with previous experience in application system administration within a complex organisational environment or an equivalent combination of relevant experience and/or education/training.

#### **Knowledge and skills:**

- Demonstrate COO 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.
- Experience in administering and supporting the Explorance Blue application
- Demonstrated experience with coordinating the Subject Experience Survey at the faculty level
- Demonstrated ability in working with large data sets; attention to detail with data management, data entry and reporting skills;
- Experience with managing the reporting function and distributing reports of the Subject Experience Survey in the Explorance Blue application as well as a locally developed SES 'Concierge System'
- Familiarity with University's SES policy and guidelines
- Experience in liaising with and managing expectations of a diverse group of stakeholders across the University
- High level verbal and written communication skills
- Advanced knowledge of MS Excel
- Experience with ServiceNow

### **Special Requirements:**

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