

POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer Portfolio

Coordinator, Offshore Hub Services (2 x positions)

POSITION NUMBER	0054043
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 7 - \$96,002 - \$103,921 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE); Parkville based
BASIS OF EMPLOYMENT	Fixed-term until 23 December 2022
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	Benita Ho Manager, Offshore Services and Experiences Tel +61 3 9035 9523 Email: Benita.ho@unimelb.edu.au

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, '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 the University's budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of six 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
- Finance
- Legal and Risk
- Operational Performance Group
- 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.

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 Coordinator – Offshore Hub Services works as part of the small high performing *Offshore Services and Experiences* team based overseas and in Melbourne to enable responsive student services to be delivered through the University's international study hubs. The Coordinator works collaboratively with overseas on-site based staff to enable Hubs to be vibrant, engaging and welcoming places for students to access while they are unable to travel to Australia due to COVID19 related travel restrictions. The Coordinator is responsible and has oversight of the program of services and activities delivered out of one of the international study hubs, and provides day to day management of the on-site team to ensure effective delivery for Hub stakeholder. Working collaboratively with Melbourne based colleagues including Academic Divisions, Student Success, Scholarly Services, the Future Students Hub and Chancellery, the Coordinator will lead the development and delivery of Hub services alongside the Hub Operations Manager based on-site to ensure the delivery of student focused activities aimed at enhancing the study experience of students, University wide engagement initiatives with alumni, industry partners and prospective students.

The role also provides support for the delivery of services at State Government run Study Melbourne hub sites across the globe.

Reporting line: Manager, Offshore Services and Experiences

No. of direct reports:2

No. of indirect reports: 1 to 5

Direct budget accountability: \$100,000

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: Whole of University, International Study Hubs

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 and manage the on-site team at the University's international study hub based in Shenzhen, Guangdong Province or Nanjing, Jiangsu Province.
- Lead the coordination of services, activities and events to be delivered at the Hubs, collaborating with the Hub Operations Manager to deliver these services in partnership with Melbourne based stakeholders including faculties, SASS, Alumni relations. This includes the three-tier service model:
 - A base-line, "always on" service level, to ensure a smiling, warm welcome to the Hubs, 5 days per week, during the year, and support with general housekeeping, on-the-ground type support
 - A "pop-up" service level, which is designed to be responsive to student needs as they are identified
 - A "planned and promoted" service level, which formalises activities that are clearly scheduled and potentially designated as feature events
- Co-develop student communications plans with on-site Hub Operations Manager inc. web and social media plan
- Monitor and support on going evaluation of services delivered through the Hubs for continuous improvement, using iterative design principals to enhance the offering to stakeholders
- Lead and support the recruitment and training of student staff workers based at the international study hub through SASS mechanisms

- Act as the key liaison point between Melbourne based teams & stakeholders and on-site Hub teams for the delivery of services including escalation of any student behavioural and contact matters
- Ensure quality, timely and accurate advice to current and future students is provided through the international study hubs, and oversee referrals to specialised services based at Parkville
- Undertake contingency planning to pivot programming from in-person Hub services to virtual Hubs as required
- Support the delivery of services through State Government Study Melbourne study hubs inc. promotion of events and activities provided through Study Melbourne Hubs
- Undertake other duties related to Student and Scholarly Services (SASS) operations, particularly for offshore international students, that may be required from time to time

Selection Criteria:

Education/Qualifications

1. A degree in a relevant discipline and/or equivalent mix of education and relevant experience

Knowledge and skills (Essential):

2. Demonstrated ability to lead a team, plan workloads, manage competing priorities in consultation with multiple stakeholders and to work as part of a team to support achievement of wider team objectives
3. Demonstrated experience in customer service, event management or/and facilitation preferably in an international higher education setting
4. Demonstrated experience in development and maintaining strong working relationships with a wide range of internal, external and international stakeholders and organisations, with a high level of diplomacy, interpersonal and cross-cultural communication skills
5. Proven ability to work across complex student service environments with highly developed prioritisation, problem-solving skills and monitoring & evaluation experience with the ability to work under pressure and to tight deadlines
6. 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.

Desirable:

7. Mastery and application in a professional setting of the Mandarin or Cantonese languages
8. Knowledge of the University of Melbourne's systems, policies and procedures.

Other job related information:

- Work outside ordinary hours, domestic and international travel may be required in this role
- This position requires the incumbent to hold a current and valid Working with Children Check.