

## Position Description



Position title:	Knowledge and Performance Officer
School/Directorate/VCO:	Student Experience and Administration Services
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 6 range
Time fraction:	Full-time
Employment mode:	Continuing appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Mark Burgess, Senior Manager, University Service and Contact Centre Telephone: 03 5327 9294 Email: mark.burgess2@federation.edu.au
Recruitment number:	850734

## Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

## Directorate

The Student Experience and Administration Services (SEAS) Directorate is led by the Dean of Students and Registrar and is part of the Deputy Vice-Chancellor Academic portfolio. The Directorate oversees the provision of services across the whole student lifecycle from inquiry to graduation. It includes student engagement, employability, equity, wellbeing, student advocacy, learning and academic skills, as well as student administration services, and contact centres. The Directorate works collaboratively across the University and has close links with external stakeholders including employers, industry groups and the community.

SEAS was founded on a vision informed by sector best practice and service excellence and is driven by the University's strategic goals. Its collective focus is to support and engage effectively with learners and prospective learners across their student journey. We strive to help our graduates to value life-long learning, achieve fulfilling careers and lives, and contribute to their communities. We provide personalised face-to-face and online services to meet individual needs, take a whole-of-person approach to supporting our students, and provide programs that equip graduates with essential skills to thrive in life after university.

### Position summary

The University Service and Contact Centre provides multi-channel 'front door' resolution of inquiries and the provision of advice for prospective and current students, graduates, staff, community, and all inquiries.

The Knowledge and Performance Officer supports the operation of the Service and Contact Centre to develop training and optimise the workforce and continuous improvement. The position requires an extremely proactive mentality, interpreting data, predicting trends and possible deficiencies, and using this information for developing knowledge articles, suggesting process improvement, resource planning and cost reduction where applicable.

The Knowledge and Performance Officer is responsible for leading training delivery, effective scheduling, and rostering of operational resources across the Service Centre, ensuring service targets are effectively planned for whilst balancing efficiencies with customer satisfaction and University policies.

To achieve this the successful incumbent will effectively track and analyse all Service Centre activity to design, manage and construct accurate forecasting models. Additionally, they will support the business by proactively planning and delivering training to match risks and opportunities as they occur.

Travel between campuses may be required.

### Key responsibilities

1. Design, implement and manage an effective workforce optimisation strategy in conjunction with the Coordinator Business Support and Operations.
2. Conduct workforce modelling to determine resource optimization and undertake statistical analysis based on current and past data to enable the identification of future trends enquiries and workforce planning and support strategic initiatives through accurate forecasting, planning, and rostering of staff.
3. Liaise with Coordinators regarding any weekly staff issues, requirements and to ensure all future events are accounted for and planned for.
4. Continuously review training requirements and provide input into the introduction of new resource planning strategies, innovations, and process improvements that facilitate strategic objectives.
5. Conduct training for Service Centre Officers and monitor progress to ensure student enquiry services are delivered in line with service protocols, best practice customer service standards are adhered to.
6. Provide professional development and training support to Service Centre Officers to ensure a working knowledge and application of basic information relating to enrolments, admissions, administration, and enquiries is maintained.
7. Liaise with Universities Talent Acquisition team to develop recruitment plans and induction plans.
8. Data manipulation and cleansing with SQL and creating various dashboards with Power BI.
9. Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.
10. Responsibility for driving operational efficiency through in-depth review and analytics of business processes and results and measure against targets.
11. Identify improvement opportunities and gaps in processes, performance, and the reporting suite.
12. Prepare and manage all Workforce Planning metrics and reporting for the Service Centre, as agreed with key Stakeholders, including detailed monthly and quarterly reports for the leadership team (Inclusive of Absence & GOS reporting).
13. Prepare reporting which concisely articulates key business information and helps support decision making to deliver targets.

14. Develop tailored reporting and systems framework for key stakeholders.
15. Provide ongoing support to the Coordinator, Business Support and Operations.
16. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
17. Undertake the responsibilities of the position adhering to:
  - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
  - Equal Opportunity and anti-discrimination legislation and requirements;
  - the requirements for the inclusion of people with disabilities in work and study;
  - Occupational Health and Safety (OH&S) legislation and requirements; and
  - Public Records Office of Victoria (PROV) legislation.

### Level of supervision and responsibility

The Knowledge and Performance Officer reports to and works under the broad direction of the Senior Manager, University Service and Contact Centre.

The position is responsible for supporting the operation matters within the portfolio focusing on service performance and workforce planning. The incumbent will have latitude to develop/refine procedures and systems in relation to the operations of the Service and Contact Centre.

### Position and Organisational relationships

The Knowledge and Performance Officer reports to the Senior Manager, Service and Contact Centre within the University Service and Contact Centre. In the provision of services, the incumbent will be required to work with other members of the Service and Contact Centre, and other administrative areas. The position is responsible for interacting and working collaboratively with a diverse range of staff within the University to provide timely and accurate advice regarding contact center operations.

### Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

#### Training and qualifications

1. Completion of a degree with subsequent relevant experience, or extensive experience and special expertise or broad knowledge in capture and use and interpretation of data and statistics through information technology for reporting purposes; or an equivalent combination of relevant experience and/or education/training.
2. A Current Covid-19 vaccination certificate.

#### Experience, knowledge and attributes

3. Demonstrated numerical, analytical and problem-solving skills and an ability to deploy these to tailor reporting to specific and changing requirements.
4. Proven ability to work in complex frameworks, analyse and prioritise elevated levels of information and convert ideas and objectives into actions.
5. Extensive knowledge and experience in the use of Information Technology, including common software and reporting tools such as Bi-Reporting, Excel, SQL, web development software and Content Management Systems and principles.
6. Demonstrated utilisation of data collected on call data, wait times, peaks and troughs in demand in order to predict and schedule appropriate staffing levels in the Contact Centre.
7. Demonstrated initiative, attention to detail and the ability to communicate complex concepts to a broad range of stakeholders with varied interests and requirements.

8. Proven ability to prepare reports that use clear, concise language in correspondence including content fitting for the purpose and audience.
9. Demonstrated ability to work in partnership with colleagues to promote a staff culture of shared goals, aspirations and teamwork, where efforts are recognised and initiative rewarded.
10. Demonstrated commitment and understanding of continuous quality improvement in a Customer Service environment
11. Ability to develop policies and procedures and to identify improvements and developments to systems and processes.
12. Demonstrated alignment with the University's commitment to child safety.

***The University reserves the right to invite applications and to make no appointment.***

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*