

# POSITION DESCRIPTION

Student and Scholarly Services  
Chief Operating Officer Portfolio

## Student Services Representative - Concierge

<b>POSITION NUMBER</b>	2 positions available
<b>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</b>	UOM 4 - \$66,411 - \$70,483 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 until December 2020 Fixed term available until July 2020
<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>	Matt Elsum Tel +61 3 8344 4500 Email <a href="mailto:matthew.elsum@unimelb.edu.au">matthew.elsum@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.

## **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:**

Stop 1 is the home of student services online, on the phone and in person at the University of Melbourne. The Student Services Representative - Concierge position is an essential part of the Stop 1 team, and the critical first point of contact for in-person enquiries at Stop 1. The primary function of the role is to greet all visitors and quickly assess their needs before either resolving their enquiry or directing them to the appropriate service. The position is also responsible for providing:

- Guided assistance to students in the Stop 1 self-manage space
- Roaming assistance across waiting areas
- Reception duties for booked appointments on Level 1

- Management of transactional enquiries
- Oversight of publications stock.

Under the immediate supervision of the Coordinator, In Person Support, the position works closely with other Stop 1 staff to ensure delivery of high quality, responsive customer service in a dynamic frontline environment. The development of strong working relationships with other student services teams and the wider University is central to the role. The ability to quickly build a solid knowledge of student service offerings and related processes is also a fundamental requirement.

Reporting line: Co-ordinator, In Person Support

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: #

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

Task level: Moderate

Organisational knowledge: Significant

Judgement: Moderate

Operational context: \*

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.

### **CUSTOMER SERVICE**

- ▶ Proactively manage frontline enquiries with a clear commitment to the delivery of service excellence and the student experience
- ▶ Assist students with transactional enquiries, such as academic transcripts, thesis submission balloons, and financial loan cheque collections.
- ▶ Support student ID card activity, including oversight of casual staff.
- ▶ Adhere to established business practice guidelines and referral protocols, and use sound judgement to determine when to refer enquiries on to specialist teams for higher level advice or support.
- ▶ Ensure that all interactions are managed sensitively and in accordance with the University's privacy policy. This includes appropriate management of feedback and complaints.

#### **ORGANISATIONAL/ADMINISTRATIVE SKILLS AND TRAINING SUPPORT**

- ▶ Effectively utilise University systems and adhere to the business processes and procedures that govern their use.
- ▶ Adhere to roster and break schedules, ensuring your time is effectively and responsibly managed to minimise impact on broader service delivery.
- ▶ Participate in the training of new professional and casual student staff as required.
- ▶ Assist with the ongoing mentoring of casual student staff by role modelling professional behaviours, and supporting their professional development.

#### **TEAM CULTURE AND STAKEHOLDER RELATIONSHIPS**

- ▶ Actively contribute to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction.
- ▶ Build effective relationships with Stop 1 colleagues and all internal stakeholders to identify and develop initiatives that optimise access to information and ensure a student-centred and coordinated approach to service delivery.

#### **PROJECTS AND OTHER ACTIVITIES**

- ▶ Participate in the University's annual Open Day activities and assist with other student-related activities (such as graduation ceremonies and outbound campaigns) as required.
- ▶ Continuously develop professional knowledge and skills, demonstrate commitment to the shared services model, and keep up to date with new developments relevant to the role and the University's broader objectives.
- ▶ Adhere to Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Section 6.
- ▶ Provide assistance with additional activities as required.

#### **Selection Criteria:**

1. An undergraduate qualification and/or equivalent mix of education and relevant experience in a dynamic service delivery environment.
2. Demonstrated commitment to providing quality customer service and the ability to proactively and enthusiastically engage with customers in a fast-paced, front-line service environment.
3. Sound interpersonal communication skills, with demonstrated experience in effectively managing enquiries in a face-to-face service environment.
4. Strong organisational skills and the ability to work flexibly and responsibly.

5. Experience working within a clear set of protocols and guidelines, including the appropriate referral of enquiries for specialist assistance.
6. Ability to apply sound judgement, be sensitive to individual circumstances, and maintain a high level of confidentiality.
7. Ability to work collegially in a team environment, share information and provide feedback on opportunities for service improvement.
8. Sound written and computer literacy skills, and the ability to learn new technologies.

**Other job-related information:**

- Stop 1's normal hours of operation are 8.45am-5pm (Monday, Thursday, Friday) and 8.45am-6pm Tuesday and Wednesday - the ability to work staggered 7.25hr shifts between these times as required.
- Non-standard work hours may occasionally be required during peak periods.
- Annual leave must be taken at a time which accommodates peak workflows. Leave from December through March and June through July is unlikely to be approved unless there are extenuating circumstances.
- Employment in this position is conditional upon receipt and maintenance of a Working with Children Check.