Student and Scholarly Services
Chief Operating Officer Portfolio

Discovery UX and Projects Officer

POSITION NUMBER	0036339
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 7 - $91,913 - $99,495 per annum (pro rata)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Part Time (0.5 FTE)
BASIS OF EMPLOYMENT	Continuing
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	Caroline Gauld Tel +61 3 8344 0151 Email caroline.gauld@unimelb.edu.au *Please do not send your application to this contact*

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, '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. The Discovery team manages a range of information systems which provide access and discovery mechanisms to enable staff and students of the University to access and use the Library collections.

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 Discovery UX and Projects Officer provides project coordination and User Experience (UX) research within the Discovery Team. The incumbent will establish and maintain UX research plans and project documentation relating to the University Library Discovery systems. Responsibilities will include creating UX research briefs, project briefs, schedules, requirements and draft budgets and monitoring progress on these.

The incumbent will provide advice to the Manager Discovery regarding UX research, improvement priorities, resource allocation and timing across the range of projects and will draft reports and coordinate interface improvements to ensure University Library Discovery systems and initiatives continually respond to user experience requirements.

Reporting line: Manager Discovery

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: Whole of University and external users

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 coordinate specific UX project implementations in order to contribute to the continuous research of user needs and user experience, and the improvement of interfaces, including developing documentation, monitoring timelines, liaising with relevant areas and ensuring requirements are met.
- Establish and maintain a register of Discovery Team UX projects and project schedules.
- Provide project coordination and support services to all members of the Discovery Team to assist with delivery of team objectives and projects.
- Document project information to ensure projects transition effectively to operations.
- Coordinate regular stakeholder meetings in relation to specific projects.
- Monitor resource allocation in relation to project activity and work with the Manager Discovery to prioritize project activity.
- Coordinate project communication with stakeholders and marketing units.
- Establish and maintain a library of UX research tools and training materials to support knowledge and skill development across the team.

Selection Criteria:

Education/Qualifications

1. The appointee will have: Tertiary qualifications in a relevant discipline or an equivalent combination of relevant experience and/or education/training.

Knowledge and skills:

2. 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.

3. Proven ability to work with minimal supervision, set objectives, prioritise work and meet deadlines to produce quality output.

4. Well established communication skills, both written and verbal, with ability to effectively communicate with a variety of people including team members, internal stakeholders, external service providers, students and academics.

5. Established ability to work collaboratively in a cross-functional team environment.

6. Demonstrate knowledge and experience of project management using Agile or other project management frameworks.

7. Demonstrate experience researching and documenting the user experience of, or user requirements for, websites, systems or online services.