

POSITION DESCRIPTION

Operational Performance Group
Chief Operating Officer Portfolio

Service Design Lead

POSITION NUMBER	0062387
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 8 - \$115,137 - \$124,622 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term available for 2 years
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	<p>Sally Lawson Design Manager, Digital, Design & Service Experience, OPG</p> <p>Tel +61 412 580 864 sglawson@unimelb.edu.au</p> <p><i>Please do not send your application to this contact</i></p>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

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 functions

relating to the University's finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

OPERATIONAL PERFORMANCE GROUP

The Operational Performance Group delivers functions that facilitate the design, evaluation, and improvement of services across the University, and business partnering services to Chancellery.

The vision of the Digital Design and Service Experience (DDSE) team is to co-design a better everyday experience of University services for students and staff, and to help the University to realise its strategic ambitions through improving the effectiveness and efficiency of 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 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:

To lead and inspire the practice of Human-centred Design mindset and methods on projects and initiatives within the Digital Design & Service Experience (DDSE) team, for designing and improving the experiences of and services to students, staff and academics.

Reporting line: Design Manager*

No. of direct reports: 0

No. of indirect reports: 1 to 5

Direct budget accountability: Nil

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Moderate

Judgement: Significant

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:

- Support the Design Manager to drive the growth of Design capability across all roles in the DDSE team and delivering capability uplift for project stakeholders and in the broader University community.
- Leading small and large scale design work to deliver human centred designed services for our students, academics and staff.
- Deliver outcomes to meet the needs of students, staff and academics within the constraints of technology and strategy.
- Support a work environment that fosters high achievement and collaboration.

- To be aware, ready and willing to work using a blended toolkit incorporating both Design and Service Improvement (including Lean, Six Sigma and Business Process Mining) as appropriate to achieve the optimal outcome.
- Work with and manage relationships with senior stakeholders and across the University to engage them and advocate for the value of Design methods, tools and mindset to address complex problems and opportunities.

Selection Criteria:

Education/Qualifications

1. The appointee will have: tertiary qualifications which may be in one of the following field or study – Business Design, Social Sciences, Marketing, Anthropology, Psychology, Systems Thinking or an equivalent combination of relevant experience and education/training.

Knowledge and skills:

1. Practical experience and broad knowledge of the practice of Human-centred Design and specifically Service design (2+ years).
2. Solid understanding of Design Thinking and HCD methodologies and a true passion for humans with an ability to engage and advocate for these methods across a range of stakeholders in University.
3. A demonstrated ability to frame a problem, propose a variety of problem-solving approaches, design discovery research using a wide variety of tools (not just interviews), synthesise qualitative and quantitative data to create insight (making the complex simple), run ideation session to create concepts, prototype and test those concepts in the context of the University's feasibility and viability and work with others to deliver measurable solutions.
4. Demonstrated high level interpersonal skills, including the ability to build and maintain stakeholder relationships across a complex organisation.
5. Ability to facilitate engaging workshops including skills training, education and coaching.
6. A demonstrated ability to lead multi/trans-disciplinary teams in Agile environments, specifically with lean and other process improvement methodologies.
7. Strong verbal and written communication skills including presentation and facilitation skills.
8. Grow mindset in actions evidencing empathy, curiosity and optimism/resilience.

Other job related information:

Occasional work out of ordinary hours.

Employment in this position is conditional upon reception and maintenance of a Working With Children Check