

# POSITION DESCRIPTION



Academic Services  
University Services

## Timetable Engagement Officer

<b>POSITION NUMBER</b>	0042129
<b>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</b>	PSC 5 - \$68,892 - \$79,130 per annum (pro rata for part-time)
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full Time (1 FTE)
<b>BASIS OF EMPLOYMENT</b>	Continuing
<b>HOW TO APPLY</b>	<p>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.</p> <p>Indigenous applicants are encouraged to apply.</p>
<b>CONTACT FOR ENQUIRIES ONLY</b>	<p>Medaline Lee</p> <p>Tel +61 3 8344 9556</p> <p>Email <a href="mailto:medaline.l@unimelb.edu.au">medaline.l@unimelb.edu.au</a></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](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>

## UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

## **ACADEMIC SERVICES**

Academic Services brings together student, academic and library services in an integrated network to support the University's core business of learning and teaching, research and engagement.

This role is located within one of the five service clusters in Academic Services – Student Administration – which manages the student lifecycle from admission to graduation.

## **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 strive to service for excellence and reach the targets of Growing Esteem.

## **ABOUT THE ROLE**

### **Position Purpose:**

The Timetable Engagement Officer liaises with Academic Division stakeholders to understand their needs and requirements for the timetabling of the academic year. In doing it seeks to improve student and staff experience of the timetable and optimal use of the University's teaching spaces and facilities. In addition the Timetable Engagement Officer will contribute to the production and maintenance of the timetables for Academic Divisions which includes allocating ad hoc booking requests for appropriate venues, and updating room and contact database information in consultation with the faculty.

The Timetable Engagement Officer will be responsible for the relationship management of key Academic Division/s portfolios ensuring their timetabling and scheduling needs are adequately factored into the annual Timetable production process and their requirements satisfactorily delivered.

The role will work collaboratively and cooperatively in a team to ensure services are delivered efficiently and effectively to colleagues in Academic Services, Academic Divisions and Chancellery to support a successful student experience and effective delivery of the University's curriculum through the timetable. Developing stakeholder and relationship building skills, high level communication, and an orientation for service excellence and customer experience is required to be successful in this role.

**Reporting line:** Timetable Coordinator (and Subject Matter Expert, Timetabling Improvement Project)

**No. of direct reports:** 0

**Key Dimensions and Responsibilities:**

**Task level:** Moderate

**Organisational knowledge:** Moderate

**Judgement:** Moderate

**Operational context:** Works across the University, across Student Administration and supports Academic Divisions.

**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 day to day service delivery and operations in accordance with the business cycle of academic and student administration activities to ensure efficient and effective delivery of timetabling services across the University community to agreed schedule. This will include;
  - Partnering and establishing customer relationships with the Academic Divisions to liaise, discuss and respond to their timetabling needs
  - Enter and configure class registration data
  - Contribute to the production and updating of class registration documentation
  - Support the production of the University timetable
  - Entry of accurate information in the Timetable Data Collection System
  - Manage the production of timetable documentation
  - Scheduling of ad hoc booking requests using the Syllabus Plus Timetable software
- Identify and develop initiatives working collaboratively with other academic services and support providers to ensure a customer-focused and coordinated approach to scheduling services – to best support academic needs and to improve the student experience of the timetable.
- Contribute to the portfolio's achievement of agreed service levels, standards and reporting requirements through the use of data analytics and performance tracking whilst providing to a

high level of service orientation to our customers ensuring accuracy, responsiveness and timeliness.

- Proactively contribute to service improvements and innovation initiatives based on analysis and feedback, working in partnership with customers to implement and deliver business improvements
- Actively participate in and contribute to coverage of peak period activities across the Student Administration portfolio to enable Academic Services to provide high quality and accurate services in a timely manner to Academic Divisions and students.
- Continuously develop professional knowledge and skills, keeping up to date with new developments relating to student services and the role and the University of Melbourne's vision and business objectives.
- Demonstrate and model a commitment to proactively and enthusiastically contribute to a positive and professional customer-focused work environment that fosters innovation, teamwork, high level of drive to meet and exceed targets, continuous improvement and job satisfaction.
- Develop and manage effective and collaborative working partnerships with customers in order to meet academic needs and improve the student experience.
- Adhere to compliance and quality assurance, in line with requirements under the University's risk management framework including OH&S.

#### **Selection Criteria:**

##### **Education/Qualifications**

1. The appointee will have: Undergraduate qualifications in a relevant discipline and or equivalent mix of education and relevant experience.

##### **Knowledge and skills:**

2. Demonstrate the University Services Values of University First 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 as One Team, connecting with people and building relationships in your workplace
3. Data literate and skilled in using databases, spreadsheets and other digital tools and applications to undertake tasks and analyse data for action and to inform decision-making
4. Customer-focused orientation and excellent customer service and problem-solving abilities
5. Demonstrated experience working in a timetable/room allocation environment e.g. Syllabus Plus
6. Experience in contributing to process improvement activities and cross-functional working groups to implement positive change
7. Excellent customer relationship, engagement and communication skills
8. Demonstrated ability to work within and across teams to achieve University-wide outcomes
9. Outcome focused orientation
10. Excellent planning and organisation skills and attributes

**Other job related information:**

- High level competence required in being able to successfully and appropriately engage and build excellent customer relationships with a wide range of University and external stakeholders, including academics and professional staff.
- The incumbent will be required to work intensively during peak periods and to support and contribute to the delivery of high impact outcomes for the University, working collaboratively in a team in doing so.