Position	Operations Officer
Level/Classification	HEW0405
Reports to	College Business Manager
Unit	College Operations - Business
Directorate	Chief Experience Office
Positions Supervised	Nil

Position Purpose

The Operations Officer is responsible for supporting and maintaining the Colleges' academic operations and student experience. The Operations Officer provides a thorough and effective administrative support service for research, teaching and workload functions within the Colleges. This role involves collaborating with multiple departments to enhance academic service delivery.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Biddi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.
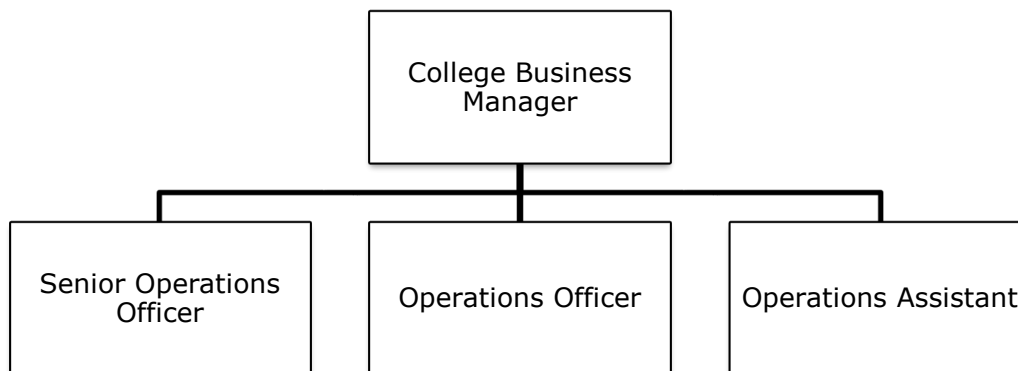
The Strategy is focused on three key themes:
- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

About the Work Area

College Operations provides comprehensive academic administrative support across all disciplines within the Colleges. College Operations are a focused, multiskilled, digitally capable team that delivers high-quality technical, operational, project, event and support services to academics and researchers enabling Murdoch University to deliver on its three Core Activities: Education, Research and Engagement.

Reporting Relationships

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                    │ College Business │
                    │     Manager      │
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│ Senior Operations│ │                  │ │                  │
│     Officer      │ │ Operations Officer│ │Operations Assistant│
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Key Responsibilities/Duties

1. Under the direction of the College Business Manager provide support in the provision of a range of services to the Colleges including;
    - Support and process people administration processes including casual schedule entry, timesheet administration, recruitment co-ordination, support and onboarding of new employees and exiting of staff;
    - Support and process administration processes associated with purchasing, reimbursement requests and purchase orders;
    - Support and process travel booking requests;
    - Support the management of assets, vehicles, keys, access and space across the Colleges;
    - Facilitate the update of University systems, processing of student results, support for pre-admissions and systems reporting;
    - Support school-based programs through facilitating travel arrangements, developing presentation materials, facilitating communications, and providing end-to-end administrative support in liaison with relevant stakeholders;
    - Provide support for the administration of academic workload allocation in liaison with academic staff;
    - Update Unit Coordinator and Academic Chair details on University systems;
    - Provide support to regulated and non-regulated Committees as appropriate, including the preparation and management of agendas, dissemination of meeting papers and preparation of minutes/notes;
    - Provide basic data analysis support;
    - Provide ad-hoc Learning Management System support;

- Maintain a record of course and unit materials, student correspondence and other College records;
- Support College and School events, engagement activities and prizes;
- Provide project support;
- Provide support to student study experience programs;
- Provide website and social media maintenance and support; and
- Provide liaison between various areas of the Chief Experience Office portfolio and other areas of the University to support Colleges and Schools as required.

2. Support Operational activities by:
   - Act as a key point of contact for the Colleges and Chief Experience Office portfolio, providing support and advice on queries as appropriate.
   - Support and participate in Service Excellence initiatives to improve quality, performance, and efficiency of the team to facilitate best practice service delivery.
   - Support a work environment of continuous review and improvement of business practices, operational processes and service provision.

3. Support compliance and operational improvements through:
   - Support compliance with agreed processes and procedures, controls and address quality and assurance outcomes as required to meet applicable statutory and regulatory requirements and support accreditations as required.
   - Support the operational requirements of the College for research and teaching activities, academic workload planning and modelling and prepare relevant statistical information and reports for College staff as required.
   - Support the delivery of an engaging student experience where excellence in research and quality education are fundamental, aligning to College and University objectives.

4. Maintain Professional Standards by:
   - Working collaboratively and effectively across the University.
   - Support and promote compliance with relevant legislation and University policies and procedures, including equity and health and safety and exhibit good practice in relation to same.

5. Carry out and assist with, miscellaneous activities as requested.

Selection Criteria

Essential

1. Completion of a diploma level qualification with relevant work experience and/or an equivalent combination of relevant work experience and/or education/training.
2. Experience in academic or business operational support or office administration.
3. Demonstrated high level of computer literacy and proficiency in the production of high-level work using software such as Microsoft Office applications and specified University software programs, with the capability and willingness to learn new packages as appropriate.
4. Demonstrated high level of organisational, time and workload management skills,

including the ability to prioritise workload to meet strict deadlines.

5. Highly effective communication, customer service and interpersonal skills, and the demonstrated ability to interact constructively and collaboratively with staff at all levels of the organisation and/or external stakeholders.
6. Demonstrated ability to use initiative, assume responsibility for tasks and projects and to resolve problems.
7. Ability to work in a team environment and flexibility to undertake a diverse range of tasks with minimal supervision.

Desirable

1. Previous experience in a similar role in a University or a large, complex organisation.

Work Requirements

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
2. Ability to work outside of normal office hours when required.

General Obligations

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.