

POSITION DESCRIPTION



Position	Senior Operations Officer
Level/Classification	HEW0506
Reports to	College Business Manager
Unit	College Operations
Directorate	Chief Experience Office
Positions Supervised	Nil

Position Purpose

The Senior Operations Officer is responsible for supporting and maintaining the Colleges' academic operations and student experience. The Senior 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 service delivery.

The Senior Operations Officer will provide leadership, supervision, and support to the College Operations Team and serve as a delegate for the College Business Manager when needed.

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 Bididi. 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:

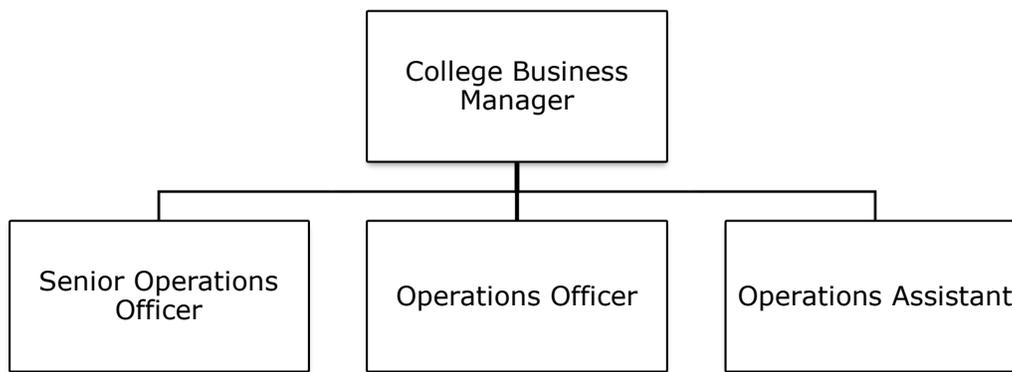
- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

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



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;
 - Facilitate people administration processes including casual schedule entry, timesheet administration, recruitment co-ordination, support and onboarding of new employees and exiting of staff;
 - Facilitate financial administration processes associated with purchasing, reimbursement requests and purchase orders;
 - Support and process travel booking requests;
 - 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;
 - 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 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.
 - 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 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 events, engagement activities and prizes;
 - Provide high level project support.
 - Provide website and social media maintenance and support.
 - Liaison between various areas of Chief Experience Office portfolio and other areas of University to support Colleges and Schools as required.
 - Provide project support to the College Business Manager.
2. Provide leadership and operational oversight by:
- Supervise work across the team and provide support on complex matters including guidance to individual team members to assist them in achieving outcomes.
 - Respond to escalated queries from the team and facilitate the resolution of complex cases that arise.
 - Build, lead and maintain a strong collaborative performance culture within and across teams, developing a working environment that drives respect, facilitates staff innovation, and encourages creativity and drives outcomes.
 - Act as a delegate (including financial delegation) to the College Business Manager as required.
 - Support a work environment of continuous review and improvement of operational practices, processes and service provision.
3. Serve as a key stakeholder liaison by:
- Act as a key point of contact for the Colleges, University and Chief

Experience Office Portfolio, providing support and advice on complex queries as appropriate.

- Draft, review and disseminate various types of communications to internal and external stakeholders including emails, reports and presentations and foster best practices for effective communication.
 - Monitoring and responding to stakeholder feedback.
 - Manage and coordinate cross-functional relationships and initiatives across the University
4. Drive service excellence and continuous improvement through:
- Support the delivery of an engaging student experience where excellence in research and quality education are fundamental, aligning to College and University objectives.
 - Drive continuous improvement through stakeholder engagement, cultural change initiatives, and innovative service delivery, ensuring high-quality, professional and consistent standards across College operations.
5. Ensure compliance and quality standards by:
- 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 where required.
 - 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.
6. Carry out, and assist with, miscellaneous activities as requested.

Selection Criteria

Essential

1. Completion of a diploma with subsequent relevant experience or an equivalent combination of relevant 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 a demonstrated ability to interact constructively and collaboratively with internal and external stakeholders at all levels of the organisation.

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.
8. Experience in people leadership and development, with proven skills to motivate, inspire, and mobilise teams to foster a positive workplace culture and achieve high-quality outcomes.
9. Outstanding interpersonal and communication skills with the ability to negotiate, consult, influence and build consensus at the highest levels.
10. Ability to navigate through ambiguity, risk and complexity.

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.