



## POSITION DESCRIPTION

Information Technology Services  
Senior Vice Principal

### User Experience Consultant

POSITION NO	0029688
CLASSIFICATION	HEW 8
SALARY	\$87,709 - \$94,934 p.a.
SUPERANNUATION	Employer contribution of 9.25%
EMPLOYMENT TYPE	Full-time (fixed-term) position available for 12 months Fixed term contract type: Replacement Staff Member
OTHER BENEFITS	<a href="http://hr.unimelb.edu.au/careers/working/benefits">hr.unimelb.edu.au/careers/working/benefits</a>
CURRENT OCCUPANT	Vacant
HOW TO APPLY	Online applications are preferred. Go to <a href="http://www.jobs.unimelb.edu.au">www.jobs.unimelb.edu.au</a> and use the Job Search screen to find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Guy Sangwine Tel +61 3 8344 2836 Email <a href="mailto:guys@unimelb.edu.au">guys@unimelb.edu.au</a>  <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our websites:

[hr.unimelb.edu.au/careers](http://hr.unimelb.edu.au/careers)  
[joining.unimelb.edu.au](http://joining.unimelb.edu.au)

## ***Position Summary***

The User Experience Consultant will provide expert knowledge and consultancy services in line with best practice industry standards. The role supports the delivery of large and complex enterprise-scale web application projects from a User Experience perspective.

You will be the advocate for the user as you work with multidisciplinary teams across the University on the delivery of world-class online experiences. You will ensure that the systems and tools developed meet the user needs whilst satisfying overall business goals and contribute to the delivery of and focussing of functional specifications.

The role will see you conducting user-centred design research and usability testing for web applications. The research includes identification of user needs and goals, as well as task and workflow modelling.

You will also possess interaction design skills, including the ability to create and document navigation structures and information design. You will have the ability to perform user research activities and evaluations of existing products and applications. You will create detailed screen wireframes to effectively communicate prototypes designs to clients, project managers, designers and development teams.

You must possess exceptional 'people skills', as this role requires the ability to work across knowledge organisation boundaries and to display patience communicating with colleagues and clients. You will be a self-starter with an attention to detail and a passion for the usable web experience and meaningful content.

## ***1. Selection Criteria***

### **1.1 ESSENTIAL**

- ▶ Expert knowledge and application of Usability, Accessibility and User Centred Design principles
- ▶ Demonstrated ability to work with multidisciplinary teams to envision, design and implement usable solutions
- ▶ Strong technical awareness and aptitude to facilitate the understanding of how enterprise systems can be used to meet University (or similar complex organisation's) specific business needs.
- ▶ Track record of acting with a customer focus and being attentive and responsible to customer concerns. With an ability to successfully understand and translate the service needs of varied customers into requirements
- ▶ Demonstrative initiative to independently stay on top of current and emerging information technology trends relate to enterprise service offerings and understand their potential to address the University's needs
- ▶ Ability to research a variety of sources and implement the most effective solution to complex client requirements
- ▶ Highly organised and able to work well independently and communicate effectively to foster strong and productive relationships with diverse stakeholders across the University's enterprise systems and web community.
- ▶ Strong evidence of competencies in critical thinking, influencing skills and negotiating to mutually beneficial outcomes

### **1.2 DESIRABLE**

- ▶ An understanding of System Development Life Cycle concepts
- ▶ Knowledge of ITIL concepts and practices
- ▶ Relevant qualifications and relevant experience and/or an equivalent combination of relevant experience and/or education/training

## ***2. Special Requirements***

- ▶ N/A

## ***3. Key Responsibilities***

- ▶ Collaborate with developers, project managers and clients to establish usability goals and success metrics for the project. Own customer objectives/goals/needs definition.
- ▶ Research and propose user centred design activities for project discovery and planning phase. Recommend user research and evaluations to be conducted.
- ▶ Ensure all allocated work is completed on time and within budget and to escalate arising time or budgetary issues to the relevant project manager or account manager before costs are incurred.
- ▶ Plan, recruit and execute usability evaluations and user research activities to arrive at basic segmentation of audience types, the customer lifecycle, user needs and goals.
- ▶ Make strategy/experience recommendations for ensuring users can fulfil their goals. Propose data points and metrics to determine whether goals are met along the user experience lifecycle.
- ▶ Responsible for definition of user scenarios, task flow diagrams, sitemap/navigation scheme/taxonomy, wireframes, interaction outline/spec, copy direction
- ▶ Contribute to developing a usability culture and User Experience community of practice
- ▶ Responsible for planning and executing the gathering of customer requirements, analysing/recommending experience design, and overseeing execution of those requirements.
- ▶ Design, plan and facilitate workshops with clients, colleagues and/or users to elicit requirements, brainstorm solutions and gain consensus.
- ▶ Contribute to the professional development of University web staff by participating in a community of practice and fostering a culture of knowledge-sharing
- ▶ Assist other User Experience practitioners and Interface Designer with project work spanning design, implementation and operational support
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.

## ***4. Job Complexity, Skills, Knowledge***

### **4.1 LEVEL OF SUPERVISION / INDEPENDENCE**

The role reports to and operates under the direct supervision of the Manager Web Services and receives guidance from the User Experience Specialist.

You will need to operate with independence to deliver work to agreed goals and quality standards, and to ensure efficient delivery of projects. The position will be expected to represent the Group and the Program as required.

#### **4.2 PROBLEM SOLVING AND JUDGEMENT**

The position requires sound analytical skills, ability to think laterally about solutions, environments, and constraints. You will produce thoughtful, iterative, high quality solutions. Decisions will need to be taken under time constraints with limited information; you must be able to demonstrate the decisions support the best available outcome for the University and its customers.

#### **4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

The position requires a sound understanding of working in a large, decentralised organisational structure and varied strategic goals in terms of the web. The position requires an understanding of relevant technologies and their integration with complex web environment.

The position requires substantial and expert knowledge and industry experience in the areas of user experience design, user centred design, information architecture and Accessibility. You will be required to provide advice and recommendations in terms of appropriate and innovative solutions to usability business problems.

#### **4.4 BREADTH OF THE POSITION**

Professional Knowledge: A deep understanding of the various aspects of user experience design in an educational environment, including Accessibility; the relevant standards; best practice principles of usability and user centred design; and the trends and directions of all these aspects.

### ***5. Other Information***

#### **5.1 ORGANISATION UNIT**

[www.web.unimelb.edu.au](http://www.web.unimelb.edu.au)

Web Services comprises of experts in the fields of design, content management, usability and information architecture to design and build web sites and web application interfaces for the University of Melbourne.

Web Services provides the consultancy and development services to support website deployments that are informed by better practice in accessibility and usability. We have an important role in helping content producers in building trust and credibility in the University's online content.

#### **5.2 BUDGET DIVISION**

[www.its.unimelb.edu.au](http://www.its.unimelb.edu.au)

#### **5.3 THE UNIVERSITY OF MELBOURNE**

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. With outstanding performance in international rankings, Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked among the world's top universities. Further information about our reputation and global ranking is available at [www.futurestudents.unimelb.edu.au/explore/about/reputation-rankings](http://www.futurestudents.unimelb.edu.au/explore/about/reputation-rankings)

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus 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.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Further information about working at The University of Melbourne is available at [hr.unimelb.edu.au/careers](http://hr.unimelb.edu.au/careers).

#### 5.4 GROWING ESTEEM AND THE MELBOURNE MODEL

Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. [www.growingesteem.unimelb.edu.au](http://www.growingesteem.unimelb.edu.au)

The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Model. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

#### 5.5 EQUITY AND DIVERSITY

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

#### 5.6 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at [www.unimelb.edu.au](http://www.unimelb.edu.au).

## ***6. Occupational Health and Safety (OHS)***

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.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/topics/responsibilities/>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.