POSITION DESCRIPTION

MELBOURNE SCHOOL OF ENGINEERING

ADMISSIONS AND RECRUITMENT OFFICER

POSITION NO 0045808

DEPARTMENT Academic Support Office

CLASSIFICATION PSC 5

SALARY $68,892 - $79,130 p.a.

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1.0 FTE)

REPORTS TO Recruitment Manager – Domestic

DIRECT REPORTS Nil

BASIS OF EMPLOYMENT Continuing

The Melbourne School of Engineering is strongly committed to supporting diversity and flexibility in the workplace. Applications for part-time or other flexible working arrangements will be welcomed and will be fully considered subject to meeting the inherent requirements of the position.

LOCATION Parkville campus

This position may be required to travel to and work across multiple campuses

CONTACT MSE Human Resources Team
mse-hr@unimelb.edu.au

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

Established in 1853, the University of Melbourne is a public-spirited institution that makes distinctive contributions to society in research, learning and teaching and engagement. It's consistently ranked among the leading universities in the world, with international rankings of world universities placing it as number 1 in Australia and number 32 in the world (Times Higher Education World University Rankings 2017-2018).

To discover more about the University's strategy, Growing Esteem, visit: https://about.unimelb.edu.au/strategy/growing-esteem

Melbourne School of Engineering (MSE) - MSE 2025 Strategy

Melbourne School of Engineering (MSE) has been the leading Australian provider of engineering and IT education and research for over 150 years. We are a multidisciplinary School organised into three key areas: Computing and Information Systems (CIS), Chemical and Biomedical Engineering (CBE) and Electrical, Mechanical and Infrastructure Engineering (EMI). MSE continues to attract top staff and students with a global reputation, and has a commitment to knowledge for the betterment of society.

Our ten-year strategy, MSE 2025, is our School's commitment to bring to life the University-wide strategy Growing Esteem and reinforce the University of Melbourne's position as one of the best in the world. Investment in new infrastructure, strengthening industry engagement and growing the size and diversity of our staff and student base to drive innovation and develop the transformative technologies of the future are all fundamental principles underpinning MSE 2025.

The Future Students Team

The Future Students team sits within the School's Academic Support Office and is responsible for coordinating onshore and offshore recruitment efforts, managing enquiries from prospective students and providing outstanding service to prospective coursework and research students.

Position Purpose

The Future Students Team is seeking a highly motivated, client-focused professional to help achieve student recruitment targets into engineering and IT programs for the Melbourne School of Engineering (MSE). The team is required to deliver on ambitious growth and diversity targets for both coursework and research students as part of the MSE 2025 strategy. The team provides an exceptionally high level of service to prospective students as well as academic staff on all matters pertaining to recruitment and admissions.

The position is responsible for supporting recruitment activities in the domestic and onshore international markets, with a particular focus on schools' outreach and events coordination but will contribute to overall recruitment objectives as required. The Admissions and Recruitment Officer reports to the Recruitment Manager – Domestic.

The Admissions and Recruitment Officer will work to ensure applications and enquiries for all graduate coursework programs are assessed and processed in a timely manner. You will require a high level of efficient processing skills, accuracy and attention to detail.
Melbourne School of Engineering is strongly committed to supporting diversity and flexibility in the workplace. Applications for part-time or other flexible working arrangements will be welcomed and will be fully considered subject to meeting the inherent requirements of the position.

**Special Requirements**

Due to operational requirements and nature of the role, it may be required at times to work outside the normal spread house and a flexible approach is necessary as many activities are held off-campus and/or outside normal office hours. Time off in lieu or appropriate overtime rates apply as per the University policies.

**Selection Criteria**

**EDUCATION / QUALIFICATIONS**

- A relevant degree and/or equivalent combination of relevant experience and/or education/training;
- Experience, knowledge and understanding in contributing to the development and implementation of student recruitment/marketing strategies and event management.

**ESSENTIAL – KNOWLEDGE & SKILLS**

- Demonstrated commitment to the delivery of high quality customer service, performance and attention to detail particularly in a complex and changing environment;
- High level organisational skills and demonstrated ability to prioritise workloads and ensure the timely delivery of activities;
- Excellent interpersonal communication and relationship building skills, including the ability to effectively communicate with a range of people across and external to the University and in a wide range of cross-cultural awareness and communication contexts;
- Strong and proven written and verbal communication skills including confident presentation skills and the ability to write for prospective student audiences;
- Ability to adjust to an environment with changing demands while remaining open to new ideas and approaches.

**DESIRABLE – KNOWLEDGE & SKILLS**

- Knowledge of the University’s student administration, recruitment and admissions systems, StudentOne, CiA and Microsoft Dynamics;
- General knowledge of the Higher Education environment.

**Key Responsibilities**

**ADMISSIONS AND ADMINISTRATION**

- Efficiently assess and process domestic and international graduate applications to ensure turnaround times are met, particularly in periods of high application volume;
- Work closely with colleagues, including the central National and International Admissions teams, to ensure the fastest possible application turn-around time;
Provide accurate and timely information and advice in response to queries relating to admissions procedures, application progress, credit transfer etc;

Develop key relationships with academic stakeholders within the School in order to achieve timely outcomes.

**MARKETING AND RECRUITMENT**

- Support the development and day to day running of marketing and recruitment events, primarily in the domestic and onshore international markets, with a particular focus on schools’ outreach and events coordination;
- Represent the School at recruitment events (ie. fairs, interview sessions, Open Day) as necessary;
- Work with the Marketing and Communications team to ensure all online, electronic and hard copy communications materials are appropriate for market specific recruitment purposes;
- Ensure events are evaluated and outcomes recorded to inform future marketing and recruitment strategies.

**PROSPECT AND ENQUIRIES MANAGEMENT AND CONVERSION**

- Ensure consistent, accurate and professionally presented information is provided to prospective students;
- Regularly monitor CRM information to segment and prioritise prospects and develop targeted prospect engagement and close of sale strategies for each segment;
- Case management of application enquiries and follow-ups as required.

**Job Complexity, Skills, Knowledge**

**LEVEL OF SUPERVISION/INDEPENDENCE**

The Admissions and Recruitment Officer is a member of the Future Students team and works under the direction of the Recruitment Manager – Domestic. You are expected to operate with independence for day-to-day activities and proactively determine tasks and priorities to achieve set goals.

**PROBLEM SOLVING AND JUDGEMENT**

The Admissions and Recruitment Officer will demonstrate well-rounded problem-solving skills, judgement and initiative to provide information, advice and support regarding the applications and recruitment functions. Where an issue occurs that would fall outside of policy or the established process requirements, you will seek the advice of your manager on how this may be resolved. The incumbent will be required to identify and develop and to exercise excellent judgement in managing workload and prioritising tasks in an area with often tight deadlines and conflicting demands.

**PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

Knowledge of the University and School's academic and administrative policies and procedures is required to ensure that key responsibilities are executed and key processes are followed. An
understanding of issues affecting staff in an academic environment is important, along with the capacity to work with a range of people at different levels within the University and externally.

RESOURCES MANAGEMENT
You will contribute to the planning, tracking and reporting on variances in budgets associated with recruitment activities.

BREADTH OF THE POSITION
The Admissions and Recruitment Officer communicates with a diverse range of people including students and prospective students, academic and administrative staff and other faculties and departments in the University. The Admissions and Recruitment Officer will represent the School and University in interactions with stakeholders as required.