Student Recruitment & Enquiries Officer

POSITION NUMBER 0052587

PROFESSIONAL CLASSIFICATION UOM 5 - $79,961 - $91,844 per annum (pro rata for part-time)

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Full-time; Continuing

HOW TO APPLY Go to http://about.unimelb.edu.au/careers, under Current staff or Future staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

CONTACT FOR ENQUIRIES ONLY Hamish Dunn

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Please do not send your application to this contact

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 leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognized 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, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for the University’s budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of six sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Finance
- Legal and Risk
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services
STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

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 Advancing Melbourne strategy that addresses 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 desire to strive for excellence and reach the targets of Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:

The Future Students team within the Medicine, Dentistry and Health Sciences (MDHS) Divisional Group is responsible for coordinating onshore and offshore recruitment strategies, managing enquiries from prospective students, providing outstanding service to prospective coursework and research students, managing the admissions and selection process for graduate coursework programs and supporting complex undergraduate selection, as required.

Working in the MDHS Divisional Group, the Student Recruitment & Enquiries Officer will be primarily responsible for responding to future student enquiries and supporting the promotion of the University’s profile among future graduate students and the wider community within Australia and internationally. The role will also contribute to the promotion and profile of undergraduate programs for the Divisional Group.
Reporting line: Recruitment Manager

No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: #

**Key Dimensions and Responsibilities:**

*Task level: Moderate*

*Organisational knowledge: Moderate*

*Judgement: Moderate*

*Operational context: *

**OH&S and compliance:** All staff are required to take reasonable care of 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/](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:**

- Provide responsive, timely and discipline/program-specific support and advice to future students primarily through online enquiries and webinar Q&A.
- Provide responsive, timely and discipline/program-specific support to colleagues in the Future Students Hub.
- Report regularly on enquiry trends to the MDHS Future Student leadership team, providing insights to inform business decisions.
- Escalate complex cases and any other issues identified through enquiry management in a timely manner to the MDHS Future Student leadership team.
- Assist with undergraduate and graduate recruitment activities as required.
- Contribute to the team’s achievement of agreed service levels, standards and reporting requirements through forward planning.
- Contribute to innovation and continuous improvement of practices and processes, based on analysis and feedback and working collaboratively with stakeholders to ensure that they are meaningfully able to inform business improvements.
- Contribute to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement, and job satisfaction.
- Participate in and contribute to coverage of peak period activities across the Divisional Group (and Future Students as required) to enable operational obligations and agreed service levels to be met.
Selection Criteria:

Education/Qualifications

1. The appointee will have: Tertiary qualifications in a relevant discipline with subsequent relevant experience or an equivalent combination of relevant experience and education/training.

Knowledge and skills:

2. Previous experience with student recruitment within a tertiary education context.
3. Demonstrated commitment and experience in providing a high level of service delivery to students and stakeholders.
4. Demonstrated ability to contribute towards problem solving and continuous improvement, through a flexible and agile mindset.
5. High level written and verbal communication skills including the ability to effectively communicate with a wide range of stakeholders.
6. High-level interpersonal and collaborative skills with the ability to develop and maintain productive working relationships and influence optimal outcomes for the University, Faculties and students.
7. Demonstrate COO values 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, connecting with people and building relationships in your workplace.

Knowledge and skills (Desirable):

1. Experience using key University of Melbourne systems – StudentOne and OneCRM.

Special Requirements:

Employment in this position is conditional upon reception and maintenance of a Working with Children Check.