Admissions Officer

POSITION NUMBER
0062433, 0011525

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

SUPERANNUATION
Employer contribution of 17% for Fixed Term (pro rata for part time)

WORKING HOURS
Full Time (1 FTE)

BASIS OF EMPLOYMENT
Two roles are available –
Fixed Term until 1 October 2024
Fixed Term until 1 March 2025

HOW TO APPLY
Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective 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
Kellie Henderson-Giles
Email kellieh@unimelb.edu.au
Please do not send your application to this contact
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 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. 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 University’s People Strategy 2015-2020 and policies that address 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.

ABOUT THE ROLE

Position Purpose:

Admissions is a dynamic team with quickly changing tasks and priorities as we deal with a broad variety of tasks and cohorts. Team members are encouraged to continually question and review procedures and contribute to the development and documentation of new processes and other resources.

This is a flexible role where the focus will vary depending on the overall needs of Admissions and the skills of the incumbent. Work may involve a variety of cohorts and tasks including but not limited to:

- Triaging of applications.
- Assessment of applications where responsibility has been delegated to the Future Students Hub Admissions Team.
- Checking conditions met when applicants satisfy offer conditions.
- Processing the offer acceptances of international students.
- Processing undergraduate advanced standing applications.
- Processing the deferral requests of applicants, and
- Responding to escalated enquiries from authorised agents or applicants.

The incumbent will play a role in ensuring that applications from prospective students are assessed as quickly as possible against the University’s approved entry requirements. This process will involve liaison with Divisional Groups, updating the University’s student database, preparing correspondence, and ensuring applicants are informed of the progress and outcome of their applications within the agreed turnaround times. Throughout this process a high level of customer service must be maintained.

Reporting line: Team Leader, Undergraduate Admissions

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 for 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/.
Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core accountabilities:
- Accurate processing, assessment and selection of applications within agreed timelines, in accordance with agreed criteria.
- Effective client relationship management with applicants and University representatives.
- Providing accurate and timely information and advice in response to queries relating to admissions procedures, application progress, credit transfer, etc.
- Processing of advanced standing applications and applying credit to student study plans.
- Maintenance of accurate process documentation.
- Contribute to the team's achievement of agreed service levels, standards and reporting requirements through the use of analytics and performance tracking; whilst optimising the provision of accurate, timely and enabling information to stakeholders.
- Contribute to identifying ways in which the service can enhance the student experience and make recommendations, actively participating in the implementation of new student and academic services initiatives.
- Actively contribute to innovation and continuous improvement of practices and processes based on analysis and feedback, working collaboratively with stakeholders to inform business improvements.
- Continuously develop professional knowledge and skills, keeping up to date with new developments relevant to the role and the broader objectives of the organisation.
- Demonstrate commitment to actively contributing to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement, and job satisfaction.
- Adhere to compliance and quality assurance, in line with requirements under the University’s risk management framework, including OH&S.
- Participate in and contribute to coverage of peak period student recruitment and admissions activities across Future Students, to enable operational obligations and agreed service levels to be met.
**Selection Criteria:**

**Education/Qualifications**

1. A relevant degree and/or equivalent combination of relevant experience and/or education/training.

**Knowledge and skills (essential):**

2. Demonstrated high level of administration skills, with a high level of attention to detail and accuracy.
3. Excellent computer skills, particularly in databases and the suite of Microsoft applications.
4. Excellent organisational skills, with a proven ability to successfully manage multiple tasks simultaneously.
5. Demonstrated experience in – and commitment to – excellent client service.
6. Ability to work as an effective team member, including the capacity to develop and maintain productive working relationships.
7. Excellent communication skills (both written and verbal) and demonstrated experience in communicating effectively with people in a broad range of roles.
8. Demonstrated ability to contribute towards problem solving, and the ability to think flexibly and review processes for continuous improvement.
9. Demonstrate COO Portfolio 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. Previous experience undertaking course admissions for undergraduate coursework programs.
2. Previous experience interpreting and providing advice in accordance with University and/or Division policies and procedures.
3. Experience using key University of Melbourne systems – StudentOne, StudentOne (Admissions) and OneCRM – and/or the Victorian Tertiary Admission Centre (VTAC) selection system.

**Other job-related information:**

Evening and occasional weekend work may be required.

Leave may be restricted during the team’s peak periods (November – March; June – August).

**Special requirements:**

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