POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer  Portfolio

Student Recruitment Officer  – Rural and Equity.

POSITION NUMBER

0048196

PROFESSIONAL CLASSIFICATION

UOM 6 – $92,749 - $100,397 p.a (pro rata for part-time)

STANDARD/SALARY

SUPERANNUATION

Employer contribution of 17%

WORKING HOURS

Full Time (1 FTE)

BASIS OF EMPLOYMENT

Fixed term available until 31 December, 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

Remy Bravery
Email: Remy.bravery@unimelb.edu.au

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

ACKNOWLEDGEMENT OF COUNTRY
The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

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 functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.
The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- 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.

Onshore Recruitment as part of Student and Scholarly Services, is responsible for ensuring the University has a national profile resulting it being the destination of first choice for prospective undergraduate onshore and international students throughout Australia and New Zealand. In collaboration with Academic Divisions the team also supports the recruitment of graduate students.

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:
The Student Recruitment Officer (Rural and Equity) as part of the Onshore team is focused on recruitment of students from regional areas in Australia and metropolitan Melbourne. The position is funded through a grant from Commonwealth Higher Education Participation and Partnership Program (HEEPP), which aims to ensure that Australians from low socio-economic (SES) and rural backgrounds have the opportunity to access and participate in university study. The incumbent will participate in student recruitment activities related to equity groups in metropolitan Melbourne, regional Victoria and other regional areas in Australia. The role will monitor Federal and State policy related to the higher education sector and prepare briefing documents to inform recruitment and admissions strategies. The incumbent will have a strong commitment to the principles of customer centric service provision and the special requirements of regional communities. The successful candidate will have excellent communication, interpersonal and event management skills and have a strong commitment to working with regional communities.

Reporting line: Student Recruitment Coordinator (Equity) *
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: N/A

Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Moderate
Judgement: Moderate

Operational context: Broad range of stakeholders in schools, community and within the university * 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:

• Working with the Student Recruitment Coordinator develop and implement engagement strategies that target students from regional Australia and underrepresented cohorts at the University including, rural, Indigenous and financially disadvantaged students.
• Work with the wider team to manage recruitment aspects of the University of Melbourne’s strategic initiatives and priorities as required.
• Develop expert knowledge of courses, admissions requirements including Access Melbourne, scholarships, accommodation, careers outcomes and other information about the University of Melbourne to provide best customer experience to prospective students and stakeholders, particularly those from regional areas.

• Manage stakeholder engagement in designated regional areas in Victoria, ensuring timely response to queries from both students and stakeholders. Attend Careers Network meetings, school expos and events in those designated regions to promote the University of Melbourne as a study destination.

• Manage stakeholder engagement and events in a state/territory recruitment region, subject to team resourcing each year.

• Coordinate the annual Meet Melbourne event series in regional towns and cities in Victoria and interstate. Report on and develop the series to ensure it continues to deliver Widening Participation outcomes.

• Manage relationships with prospective students and stakeholders through best practice use of OneCRM.

• Present to groups at onshore recruitment events both on and off campus and undertake extended recruitment trips, up to one week, in both regional Victoria and interstate.

• As part of the broader Onshore Recruitment team, support recruitment campaigns and conversion initiatives across the year at key times of the admissions cycle.

Selection Criteria:

Education/Qualifications

1. The appointee will have: Completion of a degree in a relevant discipline or an equivalent combination of experience and/or training.

Knowledge and skills:

1. Excellent verbal and written communication skills including public speaking skills and the ability to convey complex information to a variety of audiences

2. Experience and demonstrated ability to implement and review student recruitment strategies

3. A commitment to and experience working with students from regional and/or low socio-economic communities

4. Experience in internal and external stakeholder management in a multi-layered organisation and an ability to influence decision making

5. Experience in utilising CRM and digital strategies for student recruitment

6. High level planning and organisational skills and ability to co-ordinate complex events and programs

7. High level problem-solving skills and the ability to think flexibly and tailor programs in response to the changing needs of both internal and external clients.
Other job-related information:

• This position involves travel throughout Victoria and interstate for periods of up to a week. The incumbent will be required to both drive and fly to these destinations.
• Evening and occasional weekend work is required particularly between April and October.
• A current driver’s licence is essential due to travel requirements.
• Working in this role involves regular lifting of boxes weighing approx. 10kg.

Special Requirements:

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