



POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer Portfolio

Admissions & Selection Officer (Arts)

POSITION NUMBER 0052807

PROFESSIONAL

CLASSIFICATION

UOM 5 - \$83,159 - \$95,518 per annum

STANDARD/SALARY

SUPERANNUATION

Employer contribution of 17%

WORKING HOURS

Full Time (1 FTE)

BASIS OF EMPLOYMENT

Fixed Term - 7 months

HOW TO APPLY

Online applications are preferred. Go to <http://about.unimelb.edu.au/careers>, select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.

CONTACT

FOR ENQUIRIES ONLY

Laura Edwards

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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 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 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 Arts/ Fine Arts and Music (FAM) 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. The Future Students team also manages the admissions and selection process for graduate coursework programs and supports complex graduate selection Arts and manages all talent-based selection for FAM.

The Admissions team manages admissions and selection processes for courses and scholarships that require deep discipline knowledge and provides expert advice and support to course and scholarship selection committees. The Admissions and Selection Officer (Arts) is responsible for the admissions process for graduate coursework programs. The incumbent is required to provide exceptional customer service, quality advice and support when responding to enquiries from prospective students.

The Admissions and Selection Officer (Arts) will contribute to the successful streamlining of admissions processes and development of new systems and procedures to reduce turnaround times and manage the increasing workload expected as an outcome of growing recruitment targets.

The Admissions and Selection Officer (Arts) will develop and maintain effective working relationships across the Future Students team as well as with academic and professional staff in the broader Faculty and University context.

Reporting line: Admissions & Selection Coordinator

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:

- Provide support to the Admissions and Selection Coordinator on the admissions plan for each Division and undertake ongoing review and monitoring against plan to meet KPI's.
- Support and provide advice on admissions and selection processes and support the course selection committees.
- Accurate processing, assessment and selection of course and scholarship applications within agreed timelines, in accordance with agreed criteria.
- Work closely with colleagues, including the Future Students Hub Admissions team, 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.
- Support work to improve and streamline admissions practices in order to speed up application turnaround times contributing to the Divisional Group's acceptance targets.
- Assist with Graduate Access Melbourne applications for courses and bursaries in line with University and Divisional priorities.
- Support the assessment and granting of advanced standing into graduate programs, including providing precedent data to the Future Students Qualification, Credentials and Quality Assurance team via agreed processes.
- Maintain effective collaborative working relationships with key divisional stakeholders and staff and collaborate closely with recruitment and admissions staff across the University to support best practice and continuous improvement and innovation.
- 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 organisation's broader objectives.
- 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 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. 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 organizational 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 and/or scholarship admissions.
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 and OneCRM.

Other job-related information:

Evening and occasional weekend work may be required

Special Requirements:

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