



POSITION DESCRIPTION

Office of the Provost
Chancellery

Manager of Admissions and Student Success (Melbourne Online)

POSITION NO	0062865
CLASSIFICATION	UOM 9
SALARY	\$139,693 - \$145,339 p.a
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
OTHER BENEFITS	https://about.unimelb.edu.au/careers/staff-benefits
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	Belinda Cain Email belinda.cain@unimelb.edu.au <i>Please do not send your application to this contact</i>

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.

Position Summary

The University's Advancing Melbourne and Advancing Students and Education strategies set out a vision to enhance Melbourne's position as a leader in higher education. Through targeted investment, Melbourne Online is the University of Melbourne's newly created online education business.

At Melbourne Online, we are not just educators; we're leaders in education, and this newly created role is key to this transformative journey. Reporting directly to the Operations Director, the Manager of Admissions and Student Success holds a strategic position, driving the optimisation of our admissions process and orchestrating initiatives to bolster student success. This pivotal role involves not only overseeing admissions procedures but also orchestrating a comprehensive support system for students from enrolment to graduation. Leading a team of Admissions Officers and Student Success Advisors, the Manager ensures a seamless journey for both prospective and current students, aligning our processes with organisational objectives and enhancing the overall student experience. Collaboration with internal stakeholders is paramount, as the Manager works closely to refine admissions policies and procedures, fostering an environment conducive to student achievement.

We seek a visionary leader with robust leadership acumen, a profound comprehension of admissions intricacies, and an unwavering dedication to cultivating student success.

1. Key Responsibilities

- ▶ **Strategic Leadership:** Provide strategic direction and leadership for the admissions and student success team, aligning their efforts with organisational goals and priorities.
- ▶ **Team Management:** Lead and mentor a team of Admissions Officers and Student Success Advisors, fostering a culture of collaboration, professional growth, and excellence in service delivery.
- ▶ **Admissions Process Management:** Oversee the end-to-end admissions process, including application review, interview coordination, faculty escalation and offer processing to ensure a smooth and efficient experience for prospective students. Provide guidance and support to Admissions Officers in resolving applicant inquiries, addressing concerns, and facilitating the admissions journey.
- ▶ **Student Support and Engagement:** Develop and implement initiatives to support student success, including academic advising, counselling, and retention programs, to enhance the overall student experience and promote student satisfaction and retention. Oversee the Student Success Advisors in providing proactive administrative support and guidance to students, including onboarding, academic advising, subject selection assistance, and referral to support services.
- ▶ **Policy Development and Implementation:** Develop and implement admissions policies and procedures in collaboration with relevant stakeholders, continuously evaluating and refining processes to optimise outcomes.
- ▶ **Data Analysis and Reporting:** Utilise data analytics to track key metrics related to admissions, student success, and retention, providing regular reports and insights to inform decision-making and drive continuous improvement.
- ▶ **Stakeholder Collaboration:** Collaborate with internal and external teams to develop and implement student success initiatives, such as orientation programs, academic support workshops, and retention strategies.
- ▶ **Compliance and Quality Assurance:** Ensure compliance with relevant regulations and accreditation standards, maintaining the highest standards of integrity, ethics, and professionalism in all aspects of admissions and student support services.

2. Selection Criteria

2.1 ESSENTIAL

- Relevant post-graduate qualification and/or extensive experience, or an equivalent combination of relevant experience and education/training in finance, business administration, economics, or a related field.
- Strategic mindset with the ability to think critically, anticipate challenges, and develop innovative solutions to enhance admissions processes and student support services.
- Proven experience in admissions management and/or student services in online education, or similar customer service role in a dynamic, digital-first environment.
- Strong leadership and managerial skills, with the ability to motivate and inspire team members to achieve performance goals.
- Excellent communication and interpersonal skills, with the ability to build rapport with diverse stakeholders and effectively address student needs and concerns.

- Demonstrated ability to analyse data, identify insights, and make data-driven decisions to improve admissions and student success outcomes.
- Knowledge of best practices in student recruitment, admissions processes, and student support services, including familiarity with relevant regulations and compliance standards.
- Commitment to fostering an inclusive and supportive learning environment that promotes student engagement, retention, and success.
- Previous experience working with edtech partners advantageous.

3. Job Complexity, Skills & Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Manager of Admissions and Student Success operates with a moderate level of supervision from the Operations Director but exercises significant autonomy and leadership in overseeing the admissions process and student success initiatives.

3.2 PROBLEM SOLVING AND JUDGEMENT

This role requires high-level judgment and critical thinking skills to navigate complex admissions procedures, identify student support needs, and develop effective strategies to enhance student success and retention.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Manager of Admissions and Student Success must possess in-depth knowledge of admissions procedures, student services best practices, and regulatory requirements in the education sector. Collaboration with academic and administrative departments necessitates a strong understanding of organisational dynamics and the ability to align student support initiatives with institutional goals.

3.4 RESOURCE MANAGEMENT

As the leader of the admissions and student success teams, the Manager must effectively manage resources to ensure the efficient operation of both departments. Additionally, the Manager must coordinate with other operational teams to streamline processes and optimise resource utilisation across the organisation.

3.5 BREADTH OF THE POSITION

The Manager of Admissions and Student Success oversees critical functions within the operations pillar, with direct oversight of admissions officers and student success advisors. Collaboration with cross-functional teams and stakeholders across Melbourne Online allows for broad impact and contribution to organisational objectives.

4. 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.

5. Occupational Health and Safety (OHS)

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.

OHS responsibilities applicable to positions are published at:

<https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. Other Information

6.1 CHANCELLERY

Chancellery is led by the Vice Chancellor and has a university-wide focus on:

- Delivering strategic leadership
- Allocating capital according to strategic priorities
- Developing and overseeing a business framework that includes appropriate financial and other organisational planning and controls.
- Ensuring identity or brand is consistent with strategic intent and purpose, and
- Overseeing policies and initiatives that develop the academic and professional expertise of university staff members.

6.2 OFFICE OF THE PROVOST

Led by the Provost, the Office of the Provost supports the achievement of the vision and objectives for education, people and community set out in *Advancing Melbourne 2030*. The Office of the Provost portfolio sits alongside other divisions (Research, International,

Strategy & Culture, Administration & Finance) within Chancellery, and is responsible for strategic leadership in:

- Education and student experience, including curriculum, teaching and learning quality and innovation, learning technologies and spaces, student wellbeing and engagement and widening participation for students from disadvantaged backgrounds.
- People and community, including Human Resources, academic and professional staff careers, University community-building, diversity and inclusion for students and staff, and the Respect at Melbourne program.
- Indigenous strategy, including research, education and engagement, student and staff planning, truth-telling and cultural heritage.

The Office of the Provost works closely with Faculties, other areas of Chancellery and external partners.

6.3 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 employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>

6.4 ADVANCING MELBOURNE

The University's strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University's commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.

We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.

We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.

We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne's academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes: place, community, education, discovery and global.

6.5 GOVERNANCE

The Vice-Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <https://about.unimelb.edu.au/strategy/governance>