



POSITION DESCRIPTION

Office of the Provost
Chancellery

Admissions Officer (Melbourne Online)

POSITION NO	0062926
CLASSIFICATION	UOM 5
SALARY	UOM 5 – \$83,159 - \$95,518 p.a. plus 17% super
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full time
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	Sarah Wolfe Email: sarah.wolfe@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. As an Admissions Officer at Melbourne Online, you'll play a vital role in the admissions process, including application review, interview coordination, faculty escalation and offer processing to ensure a smooth and efficient experience for prospective students. Your attention to detail, strong communication skills, and commitment to excellence will contribute to the success of our admissions operations.

1. Key Responsibilities

- ▶ **Application Review:** Thoroughly review applications for admission to Melbourne Online's academic programs, ensuring accuracy and completeness of applicant information and documentation.
- ▶ **Candidate Evaluation:** Assess applicant qualifications, including academic credentials, work experience, and relevant background, to determine eligibility for admission.
- ▶ **Admissions Decision Making:** Participate in admissions decision-making processes by reviewing applicant profiles, assessing alignment with program requirements and institutional criteria, and making recommendations for admission.
- ▶ **Escalation point:** Provide information or assistance to the OPM as required relating to queries from prospective students (noting the OPM will manage correspondence with the prospective student).
- ▶ **Documentation Management:** Maintain accurate and up-to-date records of applicant information, admissions decisions, and correspondence, ensuring compliance with data privacy and confidentiality requirements.

- ▶ **Collaboration:** Collaborate with academic departments, faculty members, and other stakeholders to facilitate admissions-related activities, such as conducting interviews, reviewing portfolios, and coordinating admissions events.
- ▶ **Continuous Improvement:** Contribute to ongoing process improvement initiatives by identifying opportunities to streamline workflows, enhance efficiency, and improve the overall admissions experience for applicants and staff. As well as proactively identifying and escalating any issues, difficulties or problems to drive improvement strategies.
- ▶ **Projects and Other Work:** Contribute to and deliver projects and/or other work as set out by the Manager of Admissions and Student Success in order to meet overarching team goals and objectives.

2. Selection Criteria

2.1 ESSENTIAL

- **Education:** A degree qualification or the equivalent combination of relevant experience and/or education/training.
- **Experience in Admissions or Student Recruitment:** Previous experience in admissions, student recruitment, or related areas in higher education, demonstrating familiarity with admissions processes and best practices.
- **Communication Skills:** Excellent communication skills, both verbal and written, with the ability to articulate complex information clearly and effectively to diverse audiences.
- **Attention to Detail:** Strong attention to detail and accuracy in reviewing applicant credentials, processing admissions documentation, and maintaining records.
- **Customer Focus:** Customer-focused approach with a commitment to providing exceptional service to prospective students, ensuring a positive and supportive experience throughout the admissions journey.
- **Organisational Skills:** Ability to work independently and collaboratively in a fast-paced environment, managing multiple tasks and priorities effectively to meet deadlines and achieve goals.
- **System Proficiency:** Knowledge of and ability to effectively utilise systems such as CRM and other student systems, coupled with sound knowledge of MS Word, Excel, Outlook and strong internet search capabilities. Admissions systems experience would be advantageous.

2.2 ADDITIONAL REQUIREMENTS

- Employment in this position is conditional upon receipt and maintenance of a Working with Children Check.
- Evening and weekend work may be required.
- Annual leave must be taken at a time which accommodates the peak workflows of the area.

3. Job Complexity, Skills & Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Admissions Officers work under the supervision of the Manager of Admissions and Student Success, following established procedures and guidelines while exercising judgment in assessing applicant qualifications.

3.2 PROBLEM SOLVING AND JUDGEMENT

This role requires effective problem-solving skills to address applicant inquiries, resolve issues with applications, and make recommendations regarding admission decisions. Admissions Officers must exercise judgment in evaluating applicant credentials and determining eligibility for admission.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

Admissions Officers must possess a thorough understanding of admission requirements, academic programs, and institutional policies. They need to stay informed about updates in admission criteria and procedures to provide accurate information to prospective students and stakeholders.

3.4 RESOURCE MANAGEMENT

While not directly responsible for resource management, Admissions Officers must manage their workload efficiently to process applications within established timelines. They may collaborate with other team members to optimise workflow and ensure the effective use of resources.

3.5 BREADTH OF THE POSITION

Admissions Officers play a critical role in the admissions process, interacting with prospective students, academic departments, and administrative staff. They contribute to the overall success of Melbourne Online by attracting and enrolling qualified students who align with the institution's mission and values.

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>