

# POSITION DESCRIPTION



Student and Scholarly Services  
Chief Operating Officer Portfolio

## Student Recruitment and Enquiries Officer

<b>POSITION NUMBER</b>	0049458
<b>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</b>	UOM 5 - \$83,159 - \$95,518 per annum (pro rata for part-time)
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full Time (1 FTE)
<b>BASIS OF EMPLOYMENT</b>	Full-time; Fixed-term for 12 months
<b>HOW TO APPLY</b>	Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , 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.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Name: Anna-Liza Shepherd Tel +61 3 8344 6811 Email <a href="mailto:annaliza.shepherd@unimelb.edu.au">annaliza.shepherd@unimelb.edu.au</a> <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](http://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.

### **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:**

Reporting to the Student Recruitment Coordinator, this role will be an integral part of a dynamic team dedicated to recruiting future students from diverse and underrepresented backgrounds, including Indigenous Australians, residents of regional or remote areas, and those from disadvantaged financial backgrounds, in line with the University's Advancing Students and Education Strategy (2023-2030). You will be responsible for coordinating both on- and off-campus engagements, overseeing performance reporting, conducting market analysis, and delivering exceptional personalised 1:1 service to prospective students, their families/guardians, and secondary school contacts. This role supports the promotion of the University's profile among future undergraduate students across Australia and New Zealand. Additionally, you will represent the University at recruitment events, which may require travel within metropolitan Melbourne, regional Victoria, and interstate as needed.

Reporting line: Student Recruitment Coordinator

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: 1400 schools throughout Australia and NZ, and international education agents Australia-wide.

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 responsive, timely and personalised support and advice to future students and secondary schools. Respond to a high volume of emails and phone calls from secondary schools including career practitioners and subject teachers; maintain excellent, accurate and timely customer service throughout.

- Coordinate and manage school engagement bookings and allocate staffing as per standard operating procedure with a high level of professionalism and attention to detail.
- Act as primary liaison contact between Onshore Undergraduate Recruitment and the University's Contact Centre and Stop 1.
- Utilise a range of digital technologies including the University's OneCRM and develop reports based on enquiries, schools' engagements and market trends in a timely manner to the Recruitment Manager.
- Support prospects and channel engagement plan for region(s) to ensure conversion from enquiry to commencement and strengthen relationship with secondary school contacts.
- Represent the University at both online and face-to-face student recruitment events in Victoria and interstate when required.
- Contribute to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction.
- Ensure compliance in line with requirements under the University's risk management framework including OH&S, legislation, statutes, regulations and policies.
- Participate in and contribute to coverage of peak period activities across Future Students and the broader SASS portfolio as required to enable operational obligations and agreed service levels to be met.

### **Selection Criteria:**

#### Education/Qualifications

1. The appointee will have a tertiary qualification and/or equivalent mix of education and relevant experience in a service-oriented organisation.

#### Knowledge and skills:

2. Demonstrate COO 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.
3. Demonstrated commitment and experience in providing a high level of service delivery to students and stakeholders.
4. Demonstrated ability to handle multiple demands under pressure and to ensure deadlines are met.
5. High level written and verbal communication skills including the ability to effectively communicate with a wide range of stakeholders.
6. High-level interpersonal and collaborative skills with the ability to develop and maintain productive working relationships and influence optimal outcomes for the University, Faculties, and students.

#### Knowledge and skills (desirable):

1. Knowledge of common university systems, such as Salesforce and StudentOne relating to student recruitment & selection

2. Previous experience with student recruitment within a tertiary education context.

Experience and knowledge working alongside communities from culturally and linguistically diverse backgrounds, as well as others identified by the University's strategic priorities including Indigenous Australians, residents of regional or remote areas and disadvantaged financial backgrounds.

**Other job related information:**

- This position involves some travel throughout Victoria and some interstate work.
- 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 reception and maintenance of a Working With Children Check.