

POSITION DESCRIPTION



THE UNIVERSITY OF
MELBOURNE

Student and Scholarly Services
Chief Operating Officer Portfolio

Team Leader, Admissions, Future Students

POSITION NUMBER	0061019
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 7 - \$106,432 - \$115,211 per annum
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
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	Walid Abdullatif Email hr-careers@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

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 Student and Scholarly Services is responsible for coordinating onshore and offshore recruitment strategies, managing enquiries from prospective students, providing outstanding service to prospective coursework and research students, managing the admissions and selection process for graduate coursework programs and supporting complex undergraduate selection, as required.

The Team Leader, Admissions, will play a key role in student admissions activities to ensure quality applicants are converted into enrolments to meet Future Students and the University's load targets. The Team Leader, working closely with the portfolio Admissions Manager within the Future Students Admissions Hub, will assist in managing all admissions tasks and provide supervision of Admissions Officers within their designated portfolio. Supervision of staff will include undertaking performance management tasks, ensuring staff have appropriate training and development opportunities, and providing necessary staff mentoring and support to increase team productivity.

The role will liaise closely with admissions teams and senior admissions staff within the Admissions Hub and across the Divisional Groups to enable an effective and successful applicant selection process that ensures fair and open selection decisions are made within the required timelines.

The role will support the Admissions Manager in providing practice leadership of the admissions process for their designated portfolio. The Team Leader will be responsible for dealing with complex admissions and selection issues and resolving or escalating them as appropriate. The Team Leader will contribute to ensuring the effective delivery of team services and driving a culture of service excellence, collaboration and continuous improvement.

Reporting line: Admissions Manager

No. of direct reports: 7 or above

No. of indirect reports: 0

Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Moderate

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:

Selection and Enquiries

- Effectively motivate, coach and manage staff to achieve goals. Provide clear performance expectations, regular feedback, and document performance outcomes, ensuring poor performance is addressed and high performance is nurtured and rewarded.
- Collaborate with the Admissions Manager to ensure effective relationship management of internal and external clients and stakeholders, applicants and University of Melbourne representatives (agents)
- Deliver application selection processes efficiently to maximise the conversion of high-quality applicants to admitted students and ensure applications from priority cohorts are identified early.
- Collaborate with the Admissions Manager to contribute to the team's achievement of agreed service levels, standards and reporting requirements using analytics and performance tracking whilst optimising the provision of accurate, timely and enabling information to stakeholders. This includes meeting KPIs for application processing.
- Support the Admissions Manager in dealing with complex admissions and selection issues and resolve or escalate as appropriate.
- Contribute to the collaboration with recruitment and admissions staff across the University in developing policy, systems, processes, and best practice that supports 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.

People Management

- Effectively motivate, coach and supervise staff to achieve goals. Provide clear performance expectations, regular feedback and document performance outcomes, ensuring poor performance is addressed and high performance nurtured and rewarded.

Selection Criteria:

Education/Qualifications

1. Tertiary qualifications in a relevant discipline or an equivalent combination of relevant experience and education/training.

Knowledge and skills (Essential):

2. Demonstrated leadership and experience in aligning organisational strategies and balancing resourcing demands, preferably within a complex environment.
3. Previous experience with admissions within a tertiary education context.
4. Demonstrated commitment and experience in providing high-service delivery to students and Divisions alike.
5. Demonstrated ability to contribute towards problem-solving and the ability to think flexibly and continuously improve with an agile mindset.
6. High-level written and verbal communication skills, including the ability to effectively communicate with a wide range of stakeholders.
7. 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.

8. Demonstrate COO values by acting in your employer's best interest; 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. A thorough knowledge of the higher education sector, including the University of Melbourne's policies and procedures relating to student selection
2. Experience using key University systems – Admissions system and OneCRM

Other job-related information:

Evening and occasional weekend work may be required.

Restricted annual leave period

Special Requirements:

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