

POSITION DESCRIPTION



Student and Scholarly Services
Chief Operating Officer Portfolio

Graduate Coordinator

POSITION NUMBER	0052704
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 7 - \$106,432 - \$115,211 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term available for 18 months (March 2026)
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	Caitlin Wright Tel +61 3 9035 4212 Email caitlin.wright@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.

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:

Under the direction of the Senior Manager Student Recruitment (Onshore Graduate) and working with student recruitment staff across Future Students, the Graduate Coordinator is one of two roles responsible

for developing and coordinating a range of University wide plans which maximise prospective onshore graduate students' engagement with the University. Working closely with the University's Communications and Marketing and Student Information teams, the role will develop campaigns and engagement activities to recruit domestic and onshore international graduate students, including growing enrolments from current University of Melbourne undergraduates. The Graduate Coordinators will work closely together to support activities across the onshore market.

An innovative approach to student recruitment, utilising multiple engagement strategies, alignment to future student journey stages and an understanding of the student experience are essential to success in this role. The Graduate Coordinator contributes to ensuring the effective delivery of team services and driving a culture of service excellence, collaboration and continuous improvement.

Reporting line: Senior Manager Student Recruitment (Onshore Graduate)

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: N/A

Key Dimensions and Responsibilities:

Task level: Moderate

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:

- Provide support to the Senior Manager Student Recruitment (Onshore Graduate) on the graduate student recruitment plan and undertake ongoing review and monitoring against plan to meet KPIs
- Create and deliver University wide recruitment activities that enhance graduate student recruitment outcomes for domestic and onshore international students.
- Support the planning process by using market intelligence arising out of market research, enquiries, application and enrolment trends.

- Coordinate and lead meetings and Communities of Practice for Future Students staff to develop best practice use of the University's digital platforms (Salesforce, Cvent) to enable strong execution of the University's recruitment strategy.
- Plan and deliver activities and campaigns to promote graduate study pathways to current students at the University to increase enrolments into graduate programs, in collaboration with teams across SASS and Divisional Groups.
- Create recruitment activities and campaigns that maximise the collection and conversion of prospects in Salesforce.
- Work collaboratively with the Communications and Marketing and Student Information teams to support seamless and targeted marketing and recruitment campaigns for prospective graduate students.
- Support the Onshore Graduate team to actively build and maintain strong and effective relationships with the University's onshore Education Agent network in order to generate high quality onshore international student applications, in order to meet student load targets.
- Contribute to the team's achievement of agreed service levels, standards and reporting requirements through forward planning,
- Contribute to innovation and continuous improvement of practices and processes, based on analysis and feedback, and working collaboratively with stakeholders to ensure that they are meaningfully able 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.
- Actively contribute 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 requirement under the University's risk management framework including OH&S.
- 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 tertiary qualification in a relevant discipline or an equivalent combination of relevant experience and education/training.

Knowledge and skills (essential):

2. Excellent written and oral communication skills, including experience in presenting to large groups to effectively influence and inspire audiences.

3. Demonstrated ability to cultivate strong professional relationships with colleagues and future students to facilitate University wide graduate recruitment activity.
4. Experience in using CRMs and digital strategies for the purpose of student recruitment.
5. Exemplary event management, planning and organisational skills and an ability to coordinate complex events, competing deadlines and manage projects from inception to delivery, including managing financial resources.
6. Ability to collaborate with internal and external stakeholders and ability to influence decision making in a multi-layered organisation.

Knowledge and skills (desirable):

7. Experience in working with domestic and international prospective students and knowledge of the Australian tertiary education sector.
8. Knowledge of common university systems, such as Salesforce and Technology One relating to student recruitment and selection.
9. Working knowledge of a second language.

Other job-related information:

- ▶ This position requires the incumbent hold a current and valid Working with Children Check. The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with the Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.
- ▶ This position involves some travel throughout Victoria and some interstate work. A current drivers license is essential due to travel requirements.
- ▶ Evening and weekend work is occasionally required.
- ▶ Working in this role involves lifting of boxes weighing approx. 10kg.