SENIOR STUDENT RECRUITMENT COORDINATOR

DEPARTMENT/UNIT: Information Technology Faculty Office
FACULTY/DIVISION: Faculty of Information Technology
CLASSIFICATION: HEW Level 7
WORK LOCATION: Clayton campus

ORGANISATIONAL CONTEXT
Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The Faculty of Information Technology aims to lead global IT research and education. Our strong reputation and international profile attracts the best students worldwide and we offer a range of accredited courses that transform our graduates into highly skilled and sought after IT professionals, equipped to work globally. Our research is multi-disciplinary, multi-campus and multi-national, giving us a unique capacity to reach out further and deeper than any other institution in Australia. Our research priorities are both technically ambitious and embedded in everyday life. To learn more about the Faculty and the exciting work we do, please visit monash.edu/it.

POSITION PURPOSE
The Senior Student Recruitment Coordinator is a principal spokesperson in the delivery of expert advice to potential students, their parents, agents, schools and the University’s on and off-shore student recruitment teams for all courses (undergraduate, postgraduate and HDR) offered within the faculty.

The incumbent works in the faculty team with the Marketing and Communications Manager and relevant stakeholders on the development and implementation of strategies to reach international audiences to achieve Faculty recruitment goals. There will be a focus on international recruitment.

Reporting Line: The position reports to the Marketing and Communications Manager under broad direction

Supervisory Responsibilities: Not applicable
Financial Delegation: Not applicable
Budget Responsibilities: Not applicable
KEY RESPONSIBILITIES

1. In consultation with central Student Recruitment and Admissions and the Marketing and Communications Manager, contribute to the development of a recruitment plan and manage its execution for undergraduate, postgraduate and HDR student markets internationally to attract the best talent

2. Represent and promote the faculty at recruitment events and on working parties and consultative bodies of relevance to student recruitment and management, including preparing and presenting course information

3. Maintain detailed knowledge of the course offerings, Government requirements, University policy and utilise effective communication strategies to distribute information to stakeholders

4. In collaboration with key stakeholders, and in support of achieving strategic goals, develop and implement effective communication strategies such as briefings, presentations and providing background information to update markets on program changes

5. Maintain detailed knowledge of international educational policies and organise seminars and workshops as required, to ensure staff are aware of issues relating to the recruitment, management and support of international students

6. Report on student activities, with recommendations as well as regular reports on matters such as student enquiries, to ensure the effective use of resources

7. Gather and use the faculty, the University and competitor data to plan strategies and activities to meet undergraduate, postgraduate and research student recruitment targets

8. Initiate and coordinate school visits and presentations to maintain strong relationships with these schools and ensure a steady flow of high-quality students

9. Liaise with agents and schools both domestically and internationally, with a particular focus on international markets

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   • A degree in a relevant field with subsequent relevant experience; or
   • an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Demonstrated experience in high-level program administration and service provision, including project management skills and a focus on customer service excellence

3. Proven high level written and oral communication and interpersonal skills including the ability to draft correspondence and reports, deal tactfully with a diverse range of backgrounds and effectively manage stakeholder relationships

4. Highly developed planning and organisational skills, with experience establishing priorities, implementing improvements and meeting deadlines

5. Demonstrated ability to meet student recruitment targets

6. Highly-developed relationship management and consulting skills, including the ability to interact, influence and negotiate with a variety of stakeholders

7. Demonstrated analytical, research and problem-solving skills and the ability to identify and recommend solutions to challenging issues

8. Well-developed interpersonal and communication skills with the ability to provide expert advice and effectively prepare and present complex information

9. Advanced computer literacy, particularly with current business management software packages and their various application capabilities
OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required, including international campuses
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- Travel to overseas and interstate education fairs, agent training and schools will be required
- A current satisfactory Working With Children Check is required

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.