

Position Description

Domestic Student Recruitment Officer

Position No:	50110517
Business Unit:	Deputy Vice Chancellor Future Growth
Division:	Recruitment and International Operations
Department:	Domestic Recruitment and Conversions
Classification Level:	Higher Education Officer (HEO) 5
Employment Type:	Part Time, 0.6 FTE Continuing
Campus Location:	Bendigo
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

The Officer, Domestic Student Recruitment is responsible for providing high quality administrative, event and customer service support. In this position you will be the face of La Trobe, providing high quality student recruitment services including study consultations to prospective students and representing the University at recruitment events and expos. La Trobe seeks to recruit students from diverse backgrounds and with a great variety of experience and life skills.

Domestic Student Recruitment is responsible for implementing an acquisition and conversion strategy on behalf of the University in order to achieve its strategic goal of recruiting high quality domestic applications. This includes management of course enquiries, business development, facilitation of direct admissions and alternative entry schemes and the delivery of undergraduate and postgraduate student recruitment across Australia.

The Office of the Deputy Vice-Chancellor, Future Growth plays a key role in the development of customer growth and stakeholder engagement strategies across all available markets and channels including domestic, regional, international and online.

Duties at this level will include:

- Support the preparation and delivery of allocated student recruitment activities, including presentations and major events.
- Provide general administrative and event support to enable the delivery of high-quality student recruitment activities on the local campus and across the campus network when required.
- Ensure professional and quality service standards are maintained and applied to all course enquiries to the University, enthusiastically servicing enquiries to a premium standard, being informative and taking ownership of problems and the student experience.
- Other duties as requested by the Advisor, Domestic Student Recruitment that is commensurate with the classification of this position and with the knowledge skills and training of the incumbent.

Essential Criteria

Skills and knowledge required for the position:

- Relevant post-secondary qualifications or equivalent and proven administrative experience
- Well-developed emotional intelligence and empathy, enabling you to assist prospective students through uncertainty and challenge.
- Strong organisational skills and the ability to prioritise multiple tasks and meet deadlines.
- Well-developed verbal and written communications skills, including effective public speaking, including the ability to develop and frequently deliver presentations to a range of audiences.
- Strong interpersonal skills, including the ability to liaise with senior academic staff, secondary school representatives, secondary students, and members of the public.
- Evidence of an ability to self-manage and work as part of and contribute to a team.
- Demonstrated extensive knowledge of office practice and procedures, including advanced knowledge in the use of word-processing and other relevant office software to maximise efficiency.
- Willingness to undertake frequent manual tasks including loading and unloading boxes of publications, banners, and other promotional material.
- Willingness to travel and work outside normal office hours, including evening work and overnight travel on occasion.
- A current Victorian driver's license.

Capabilities required to be successful in the position.

- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.
- Ability to make sense of data to inform decision making – implementing ideas to improve local practices.

Essential Compliance Requirements

To hold this La Trobe University, position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working with Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to university goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics.
- Help transform the lives of students, partners and communities now and in the future.

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:



We are accountable

*We strive for excellence in everything we do.
We hold each other and ourselves to
account, and work to the highest standard.*



We are connected

*We connect to the world outside – the
students and communities we serve, both
locally and globally*



We are innovative

*We tackle the big issues of our time to
transform the lives of our students and
society.*



We care

*We care about what we do and why we do it.
We believe in the power of education and
research to transform lives and global
society. We care about being the difference
in the lives of our students and communities*

