



POSITION DESCRIPTION

Student Relationship Officer

September 2023

UNIVERSITY of
TASMANIA 

Position Summary

College / Division	Division of Future Students
School / Section	Interstate Recruitment Team
Location	Rozelle
Classification	<u>HEO Level 6</u>
Reports to	Head of Interstate Recruitment
Direct reports	Nil
Delegation level	<u>Not being asked</u>

The Opportunity

The interstate recruitment team play an important role in bringing students to the island, supporting the sustainability of the University of Tasmania and supporting our mission to raise educational attainment of the island.

We're seeking an experienced student recruiter based in either Tasmania or Victoria, to join our team. You'll build relationships with career advisers, students, parents and adult learners, earning their trust and helping them realise that studying at the University of Tasmania is not just achievable, but also the right fit for the right people.

Our ideal candidate is passionate about higher education, has a can do attitude, can work autonomously to support the distributed Interstate recruitment team and has the capacity for interstate travel.

About the University of Tasmania

In 1890, our university was founded with an important purpose: providing our island with the academic excellence to thrive. Today, we continue to make our home a better place. And working together, we do extraordinary things that have global outcomes.

From early on, our role has been to help people flourish and thrive. Isolation and a small population require us to work harder. The stories of our island are told by those needing to solve unique problems in unique ways. Here, success takes a quiet determination and adaptability. In turn, this makes us broader, more rounded, multi-skilled thinkers and creative problem solvers, and it sees our institution generative powerful ideas for and from Tasmania.

Because of our unique setting and challenges we go beyond creating places of learning. We strive to stimulate economic growth, lift literacy, improve health outcomes for Tasmania and nurture our environment as it nurtures us.

We welcome enquiring minds, from near and far, to join us in our pursuit of the extraordinary.

Accountabilities and outcomes

Purpose

- Working with school career advisers, parents and potential students to find the right students – those who would benefit and will benefit the University of Tasmania.
- Working with the broader interstate recruitment team to manage and staff events to showcase how the island and the university are the right choice.

Key Result Areas

- Under the broad direction of the Head, Interstate Recruitment, and in alignment with university strategic priorities and performance targets, support recruitment and sales strategies for engaging prospective students in new and existing interstate markets ensuring that individual targets for prospective students are met.
- Develop and maintain relationships with prospective students in both the traditional school leaver (Yrs 11 & 12) and non-school leaver (mature age) markets, and their key influencers (eg. parents, careers advisors, etc.) through a range of recruitment activities.
- Manage an individual pipeline of schools with full accountability to meet application and enrolment targets. Drive leads through effectively communicating and selling all University and Institute courses and associated elements at events. Capitalise on opportunities to communicate accommodation, scholarships and the University application processes.
- Play a supporting role in staffing key internal and external University events (including the University's annual Open Days, information evenings, change of preference activities, school careers Expos, etc.).
- Develop and maintain effective working relationships with multiple stakeholders including academic staff, student administration staff, partner agencies and suppliers.
- Provide regular reports and recommendations to the Head, Interstate Recruitment on the effectiveness of various activities to advise future planning. This includes preparation of reports including but not limited to, benchmark to performance targets for both pipeline and school portfolio, activity reports, event briefs, event reports and other reports as directed.

Behavioural Expectations

We aim to everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

Success profile

Personal Attributes

- Driven: Takes action and uses initiative to seize opportunities and pursue outstanding results, even when presented with difficulties or setbacks.
- Rapport Building: Enjoys interacting with other people and effectively establishes rapport by putting others at ease. Effectively promotes achievement and recognition.
- Communicative: Enjoys articulating information and giving presentations. Shapes opinion through influencing skills while challenging established views and assumptions.
- Structured: Works methodically to organise and plan tasks, upholds standards and works

quickly, able to multi task to produce outcomes.

Core Capabilities

- Community Engagement: Role models a genuine commitment to our mission and plays an active role contributing toward sustainable social, economic and cultural progress for the Tasmanian society we serve.
- Student Focus: Able to bring the student experience lens to all work activities, contributing to outcomes that evoke student curiosity, interest and passion for disciplinary knowledge and skills.
- Growth Mindset: Adopts a growth mindset and consistently seeks feedback, makes others comfortable with taking risks and experimenting to improve over time.
- Strategy into Action: Able to set, operationalise and activate strategy into specific actions, timelines and responsibilities to enable the University to deliver on key strategic goals.

Role Specific Skills, Knowledge and Experience

- Experience in tertiary student recruitment in the Australian university sector.
- Well developed written communication and presentation skills
- A Bachelor's degree in any field and a solid understanding of the tertiary student experience.
- Intermediate level experience in the MS Office suite: Word, PowerPoint and Excel
- The ability to travel as required.

Qualifications and Licences

- Current Australian Driver Licence
- Current Tasmanian Registration to Work with Vulnerable People (Registration Status - Employment) or interstate equivalent

Other Requirements

To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa that enables you to fulfil the requirements of this role.



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The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position