



Senior Manager, Operational Support and Coordination

Department/Unit	Student Recruitment and Admissions
Faculty/Division	Chief Operating Officer and Senior Vice-President portfolio
Classification	HEW Level 9
Work location	Mulgrave
Date document created or updated	October 2017

Organisational context

There's a certain feeling you get from working at Monash University. It's the feeling that you're a part of something special. Something significant. So if you're looking for the next chapter in your career, it's here. You'll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that's filled with energetic and inspiring people. Talent thrives here - and so do truly satisfying careers. Discover more at www.monash.edu

The **Student Recruitment and Admissions portfolio**, led by the Associate Vice-President, plays a critical role in delivering student load and revenue objectives for the University as well as other strategic priorities such as student diversity and focused market growth. It is the functional area responsible for Monash University and Monash College Pty Ltd (MCPL) student attraction and their admissions into the University. These critical functions enable the University's core existence as an education provider as well as ensuring its financial wellbeing and business success through securing quality students and fee revenue in a sustainable way for the University.

The Student Recruitment and Admissions portfolio includes the following key functional areas/teams:

- International Student Recruitment
- Domestic Student Recruitment
- Recruitment and Conversion Support
- Admissions
- Market Research, Analytics & Planning
- New Business and Strategic Partnership
- Governance

Position purpose

This position principally leads the day to day running of the operations of the International Student Recruitment team and their engagement, shared planning and coordination with Faculty and other university central area recruitment staff and their activities.

The position is accountable to both the Director, International Recruitment and the Director, New Business and Strategic Partnerships within student recruitment, and plays a critical role in supporting the team to function efficiently and effectively. This includes working collaboratively with key areas of Monash in achieving the University's strategic goal of securing the desired scale and focused growth of international student enrolments.

The Senior Manager, Operational Support and Coordination supports the Director, International Recruitment with the team's plans and operational expenditure tracking, presentations, papers and reports, coordinating staff's individual input and ensuring all reporting, activity monitoring and compliance requirements are undertaken and met at a high standard. The position is the main conduit between central student recruitment and admissions staff and faculty recruitment staff and coordinates key recruitment activities.

Reporting line: Under broad direction and working with a considerable degree of autonomy, this position reports to the Director, International Recruitment for operational and budget tracking responsibilities, and to the Director, New Business and Strategic Partnerships for supporting and building relationships between central student recruitment and admissions staff and faculty recruitment staff and related coordination activities

Supervisory responsibilities: Not applicable

Financial delegation and/or budget responsibilities: Not applicable

Key responsibilities

1. Effectively manage the international student recruitment team's day to day operations, ensuring the operation is effective, efficient and compliant
2. Track progress of team members' respective plans and market / operational expenditure against the unit's budget allocations and assist the Director with preparing forecasts
3. Lead and direct the preparation of presentations, papers and reports, such as compliance, activity and financial reports, as required, seeking and coordinating individual staff's input to provide strategic guidance and advice
4. Lead and manage the day to day running of diverse and complex administrative function involving recording, reporting, activity monitoring and compliance to ensure that the quality of work delivered by recruitment staff is at a high standard and in accordance with university policies, procedures and standards
5. Build and maintain highly collaborative relationships, and act as a conduit between the central student recruitment function and recruitment personnel in faculties, college and other organisational units, ensuring an integrated approach to enable the delivery of an efficient and well-coordinated recruitment operation across the University
6. Lead and manage efficiencies and effectiveness of the student recruitment solutions and offerings by providing expert advice and guidance on student recruitment across the institution; disseminating strategies, initiatives and approaches; and building/enhancing capability for student recruitment
7. Proactively produce high-quality strategic advice and reports to the Associate Vice-President and the student recruitment management team, including providing representation at key internal and external stakeholder meetings
8. Identify continuous improvement opportunities and leverage the services and expertise of partners to obtain positive business outcomes, reduce duplication and increase overall organisational efficiency

Key selection criteria

Education/Qualifications

1. The appointee will have:
 - post-graduate qualifications in marketing, communication, business or other relevant discipline and extensive relevant experience, or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Proven history in operations management, particularly in an agile, efficient and compliance driven environment
3. Demonstrated track record of initiating, building and nurturing relationships with senior stakeholders to achieve common goals and consistency in approach
4. Highly developed verbal and written communication skills, including the ability to write reports, business cases, deliver inspiring and engaging presentations on a range of platforms to a diverse group of stakeholders, and engage, persuade and negotiate at all levels
5. Proven ability to use exceptional customer service, communication and interpersonal skills to achieve organisational goals whilst coordinating diverse views and approaches
6. Superior planning and organisational skills, attention to detail, with experience establishing priorities, allocating resources and meeting deadlines whilst working under pressure in a high volume, fast paced environment
7. Proven ability to develop, implement and maintain systems, policies and processes that enhance organisational efficiency and effectiveness
8. Exceptional analytical and issues-based problem solving skills, with the ability to source and analyse data and intelligence and tailor them for business use
9. In-depth knowledge of the global higher education market as well as the local tertiary and secondary student recruitment markets

Other job-related information

- Travel (i.e. between other campuses of the university) will be required
- Some interstate and international travel may be required
- Representation or presentation on behalf of student recruitment and admissions may be required at University and external meetings/forums
- Out of hours work (including evenings, weekends and public holidays) may be required
- There may be peak periods of work during which the taking of leave may be restricted
- This position requires the incumbent to hold a current Working with Children (Employee) Check

Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Working with Children; Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.