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| ANU_LOGO_mono black_FA.jpg | Position Description |

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| **College/Division:** | Student Recruitment and Admissions |
| **Faculty/School/Centre:**  |  |
| **Department/Unit:**  |  |
| **Position Title:**  | DSRA Project Coordinator |
| **Classification:** | ANU Officer Grade 6/7 |
| **Position No:** | TBC |
| **Responsible to:** | Director, DSRA |
| **Number of positions that report to this role:** | N/A |
| **Delegation(s) Assigned:** | N/A |

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| **PURPOSE STATEMENT:**This position supports the broad project based activity of the Division of Student Recruitment & Admissions (DSRA), A key accountability of the post-holder is project responsibility for the externally sourced CRM (Customer Relationship Management) system. **KEY ACCOUNTABILITY AREAS:****Position Dimension & Relationships:** This position will be responsible for ensuring the success of the enquiry management element of the CRM and for the development of internal communications on other projects and key areas of activity. The Project Coordinator will work under the direct supervision of the Director, Division of Student Recruitment & Admissions. The Project Coordinator will work with a broad group of stakeholders to achieve this, including the ANU Executive, Service Division Directors, ANU College Deans, and College General Managers.The position will work across the Division to support the larger communications projects aimed at student conversion. Developing strong cross-university relationships will be a key aspect of the role as this position will oversee the ongoing internal communications and manage coordination between DSRA and the Colleges, in the Marketing Office and other key stakeholders to ensure all stakeholders are informed of relevant activities by each area.**Role Statement:**Under the broad direction of the Director, Student Recruitment & Admissions the Project Coordinator will:1. Deliver and manage projects and initiatives as directed by the Director DSRA.
2. Coordinate the enquiry management element to ensure that the CRM delivers a high quality customer experience for prospective students. This will include ongoing Quality Assurance testing and monitoring, multi-stakeholder management and engagement and reporting to key stakeholders.
3. Monitor the progress of CRM projects and other projects, including joint recruitment/marketing projects, benchmarking and statistical reporting to ensure milestones and performance indicators are met, and prepare project status reports for members of associated Steering Committees/working parties.
4. Provide high-level support to the Director DSRA on divisional projects that will include internal communications, web content development and large scale student communication campaigns.
5. Communication, collaboration and reporting at all levels across the university on the CRM and DSRA projects where appropriate and ongoing vendor management and ability to identify risks areas for the projects and take timely and appropriate action.
6. Other duties as required consistent with the classification for this position and in line with the principles of multiskilling.
7. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
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| **SELECTION CRITERIA:**1. A degree with subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training. Experience gained within the higher education sector will be highly regarded.
2. Excellent interpersonal, communication, presentation and negotiation skills, both written and oral, including the ability to consult and liaise effectively with a diverse range of people and draft business documents including correspondence, project documentation, briefings and reports.
3. Demonstrated ability to work diplomatically with all stakeholders to ensure project activities are taken through to their successful conclusion including management of complex tasks and projects and including experience in sourcing and using data and surveys to develop and inform planning. Experience in creating communication plans with measurable outcomes based on data and market research would be highly regarded.
4. Demonstrated analytical and problem-solving skills and a high degree of attention to detail.
5. Proficiency in Microsoft Office applications including extensive Microsoft Excel skills such as advanced spreadsheet manipulation, duplicate checking and HTML coding skills.
6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

*ANU Office Level 6 and 7 are broad banded in this stream. It is expected that at the higher levels within the broad banded occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range duties at a higher level, and that more time will be spent on the more complex functions of the positon.*  |
| **Supervisor/Delegate Signature:** |  | **Date:** |  |
| Printed Name: |  | **Uni ID:** |  |

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| **References:** |
| [General Staff Classification Descriptors](http://info.anu.edu.au/hr/Salaries_and_Conditions/Enterprise_Agreement/2010-2012/Schedule_5) |
| [Academic Minimum Standards](http://info.anu.edu.au/hr/Salaries_and_Conditions/Enterprise_Agreement/2010-2012/Schedule_4) |

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|  | Pre-Employment Work Environment Report |

# Position Details

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| **College/Div/Centre** | Student Recruitment and Admissions | **Dept/School/Section** |       |
| **Position Title** | DSRA Project Coordinator | **Classification** | ANU Officer Grade 6/7 |
| **Position No.** |       | **Reference No.** |       |

In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

1. This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
2. This form is used to advise potential applicants of work environment issues prior to application.
3. Once an applicant has been selected for the position consideration should be given to their inclusion on the University’s Health Surveillance Program where appropriate – see . http://info.anu.edu.au/hr/OHS/\_\_Health\_Surveillance\_Program/index.asp Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training\_and\_Development/OHS\_Training/index.asp
4. ‘Regular’ hazards identified below must be listed as ‘Essential’ in the Selection Criteria - see ‘ Employment Medical Procedures’ at http://info.anu.edu.au/Policies/\_DHR/Procedures/Employment\_Medical\_Procedures.asp

# Potential Hazards

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| 1. Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a **regular** or **occasional** part of the duties.
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| **TASK** | **regular** |  | **occasional** |  | **TASK** | **regular** |  | **occasional** |
| key boarding | [x]  |  | [ ]  |  | laboratory work | [ ]  |  | [ ]  |
| lifting, manual handling | [ ]  |  | [x]  |  | work at heights | [ ]  |  | [ ]  |
| repetitive manual tasks | [ ]  |  | [x]  |  | work in confined spaces | [ ]  |  | [ ]  |
| catering / food preparation | [ ]  |  | [ ]  |  | noise / vibration | [ ]  |  | [ ]  |
| fieldwork & travel | [ ]  |  | [x]  |  | electricity | [ ]  |  | [ ]  |
| driving a vehicle | [ ]  |  | [ ]  |  |  |  |  |  |
| **NON-IONIZING RADIATION** |  |  |  |  | **IONIZING RADIATION** |  |  |  |
| solar | [ ]  |  | [ ]  |  | gamma, x-rays | [ ]  |  | [ ]  |
| ultraviolet | [ ]  |  | [ ]  |  | beta particles | [ ]  |  | [ ]  |
| infra red | [ ]  |  | [ ]  |  | nuclear particles | [ ]  |  | [ ]  |
| laser | [ ]  |  | [ ]  |  |  |  |  |  |
| radio frequency | [ ]  |  | [ ]  |  |  |  |  |  |
| **CHEMICALS** |  |  |  |  | **BIOLOGICAL MATERIALS** |  |  |  |
| hazardous substances | [ ]  |  | [ ]  |  | microbiological materials | [ ]  |  | [ ]  |
| allergens | [ ]  |  | [ ]  |  | potential biological allergens | [ ]  |  | [ ]  |
| cytotoxics | [ ]  |  | [ ]  |  | laboratory animals or insects | [ ]  |  | [ ]  |
| mutagens/teratogens/carcinogens | [ ]  |  | [ ]  |  | clinical specimens, including blood | [ ]  |  | [ ]  |
| pesticides / herbicides | [ ]  |  | [ ]  |  | genetically-manipulated specimens | [ ]  |  | [ ]  |
|  |  |  |  |  | immunisations | [ ]  |  | [ ]  |
| **OTHER POTENTIAL HAZARDS (please specify):** |

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| **Supervisor’s Signature:**  |  | **Print Name:** |  | **Date:** |  |