

POSITION DESCRIPTION

Academic Services
University Services

Senior Enrolment Coordinator

POSITION NUMBER	0036455
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PCS 6 - \$79,910 - \$86,499 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	<p>Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.</p> <p>Indigenous applicants are encouraged to apply.</p>
CONTACT FOR ENQUIRIES ONLY	<p>Name: Kris Day Tel +61 3 8344 6018 Email kjday@unimelb.edu.au <i>Please do not send your application to this contact</i></p>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

ACADEMIC SERVICES

Academic Services brings together student, academic and library services in an integrated network to support the University's core business of learning and teaching, research and engagement.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to service for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

There are five Senior Enrolment Coordinators (SECs). The SECs play a key role in the delivery of sizeable (given the number students and courses involved) and time-critical, enrolment-related services to students and colleagues from across the University.

Examples of the activities to which the SECs are required to make a substantial contribution include: course unsatisfactory academic progress, course completions, re-enrolment, enrolment audits, advanced standing, government reporting, assessment of study abroad and exchange applications, and management of enrolment variations and study plans. The SECs also provide expert guidance and support to students and the colleagues that contribute to enrolment-related activities. An ability to suggest and implement improvements, and to work productively with colleagues from across the University, are also pivotal to the role.

The SECs are part of Enrolment and Academic Records, one of many teams that form Stop1 ("Connecting students and services"). The EAR Team is responsible for coordinating and delivering high quality services to students and stakeholders across the University in the areas of enrolment, results, academic records, and enrolment compliance and reporting.

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: *

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

DELIVERY OF QUALITY SERVICE

Under general direction from the Team Leader or Coordinator, the incumbent is required to make a substantial contribution to activities such as those outlined below.

- Coordinating the successful delivery and continual refinement of one or more sizeable and time-critical enrolment-related activities. Examples include:
 - course completions
 - finalising the credit awarded to new students and students that have participated in an exchange or study abroad program
 - assessment of exchange and study abroad applications
 - re-enrolment
 - enrolment variations
 - post-census date enrolment amendments
 - managing various enrolment audits
 - playing a key part in the preparation of the enrolment-related reports submitted to the government
 - aspects of course unsatisfactory academic progress.
- The provision of accessible support and expert advice to a diverse range of students and colleagues via channels including F2F appointments with individual students, email, phone, group training sessions, meetings, etc.
- The prompt and appropriate resolution of complex student issues, seeking advice from colleagues in Academic Divisions and other areas of the University as required.
- The completion of enrolment-related monitoring, reports, and reviews.

CONTINUOUS IMPROVEMENT

The incumbent is required to:

- Actively contribute to the Academic Services' commitment to quality service and strategic

planning. This entails have a ready willingness to identify problems and suggest improvements, and to be a productive member of groups formed to review services and procedures and plan future activities.

- Implement changes arising from the review of processes and/or changes in legislation and policy, including preparation of revised advice for students and colleagues.

TEAM DUTIES

Contribute positively to the Team by consistently promoting, via words and actions, a:

- Quality client service culture where all team members provide a high standard of service to all clients;
- Multi-skilled environment where team members readily work closely together to achieve work goals and targets, share knowledge and opportunities, and to cover staff absences.

The incumbent regularly provides expert guidance and support to students and colleagues, and may be asked to supervise casual team members.

OTHER TASKS

Demonstrate expertise by maintaining and continuously developing professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation's broader objectives.

All team members are required to contribute to University activities such as Open Day, Graduations, and Course Unsatisfactory Academic Progress.

The incumbent may be required to undertake other duties that are broadly in line with the key responsibilities outlined in this position description.

Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 7.

Selection Criteria:

Education/Qualifications

- The appointee will have: An undergraduate qualification with relevant experience or an equivalent combination of relevant experience and/or education/training.

Knowledge and skills:

1. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and

taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.

2. A proven ability to provide accessible and expert guidance, support and other services to a wide range of students and colleagues. This includes an appreciation of the academic and personal challenges experienced by some tertiary education students, and a solid understanding the different stages and interdependencies of the 'enrolment lifecycle'.
3. A demonstrated ability to organise, lead, deliver and continually refine high volume and time-critical enrolment-related activities that entail excellent attention to detail and coordinating contributions from other colleagues.
4. Strong interpersonal skills, including a proven ability to interact effectively with a wide range of students and colleagues (e.g. peers, Associate Deans, managers) in different settings (one to one F2F appointments/discussions, representing the team at formal and working group meetings, etc).
5. A very high level of proficiency using standard application software such as the Microsoft Office suite (e.g. Word, Excel, Powerpoint, Outlook), large integrated databases, and customer relationship management systems.
6. A demonstrated ability to extract, analyse and manage large data sets accurately and with ease.
7. Able to maintain a high level of focus, positivity and productivity in a busy and changing environment.
8. Strong team player, including a ready willingness to learn and assist with other activities.

DESIRABLE

- Experience using the University of Melbourne student database system (called StudentOne; it is a Technology One 'Student One' system).
- Knowledge of University of Melbourne policies and procedures, and the government regulations that relate to enrolment, students, international student visa holders, and University administration.
- Experience contributing to the development, and then managing, other databases (e.g. Oracle APEX 'smart forms') that supplement the main student database system.