



POSITION DESCRIPTION

Future Students Team, Academic Support Office
Melbourne School of Engineering

Coursework Admissions Officer

POSITION NO	0034489
CLASSIFICATION	PSC 5
SALARY	\$68,892 – \$79,130 p.a.
SUPERANNUATION	Employer contribution of 9.5%
EMPLOYMENT TYPE	Full-time, (Fixed Term) available for 12 months
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Ms Danielle Roller Email droller@unimelb.edu.au <i>Please do not send your application to this contact</i>

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

Position Summary

The Future Students Team is seeking a highly team and client focussed professional to help achieve a significant graduate coursework and graduate research student recruitment enrolment load and income targets for the Melbourne School of Engineering. The team is responsible for providing high level service to prospective students as well as academic staff on all matters pertaining to recruitment and admissions.

The Coursework Admissions Officer is involved in the administration of systems and processes that enhance the efficiency and the quality of admissions functions for the School's graduate programs. The position reports to the Admissions Manager, and works as part of the Future Students team to ensure applications are assessed and processed in a timely manner. You will require a high level of efficient processing skills, accuracy and attention to detail.

The Admissions Officer will contribute to the successful streamlining of admissions processes and development of new systems and procedures in order to manage the increasing workload expected as an outcome of the high recruitment targets of the MSE 2025 Strategy.

1. Selection Criteria

1.1 ESSENTIAL

- ▶ A relevant degree and/or equivalent combination of relevant experience and/or education/training;
- ▶ Demonstrated strong commitment to the delivery of high quality customer service, particularly in a complex and changing environment;
- ▶ High level organisational skills and demonstrated ability to prioritise workloads and ensure the timely delivery of activities;
- ▶ Well-developed interpersonal skills and demonstrated cultural awareness, to enable effective liaison with a wide range of internal and external clients at a variety of levels;
- ▶ Demonstrated ability to achieve high levels of performance and attention to detail, particularly in roles that were process driven and/or in a high volume processing environment;
- ▶ Ability to work collaboratively and flexibly both in a team and independently and in an environment with changing demands;
- ▶ Comprehensive computer skills and experience, especially in the use of databases and Microsoft Office programs.

1.2 DESIRABLE

- ▶ A broad knowledge of the tertiary education sector;
- ▶ Proficiency in the University's student administration system, StudentOne.

2. Special Requirements

- ▶ Leave may not be granted during high volume work periods;

3. Key Responsibilities

3.1 ADMISSIONS AND ADMINISTRATION

- ▶ Efficiently assess and process domestic and international graduate applications to ensure the School adheres to approved turn-around times;
- ▶ Work closely with colleagues, including the central International Admissions team, to ensure the fastest possible application turn-around time;
- ▶ Provision of accurate and timely information and advice in response to queries relating to admissions procedures, application progress, credit transfer etc;
- ▶ Contribute to the development and implementation of new procedures to suit the new admissions module being implemented and be responsible for documenting these procedures;
- ▶ Identify and investigate opportunities to improve and streamline admissions practices in order to speed up application turnaround times contributing to the School's acceptance targets.
- ▶ Coordinate the graduate access selection process
- ▶ Provision of data and reports to facilitate commencing student scholarship awarding as directed
- ▶ Develop key relationships with academic stakeholders within the School in order to achieve timely outcomes
- ▶ Coordinate the development of a database of student syllabi for credit assessment purposes;
- ▶ Perform other tasks as requested by the supervisor;
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Admissions Officer is a member of the Future Students team and works under the direction of the Admissions Manager. You work within the School's admissions team to ensure applications are prioritised and that the School achieves best practice in application processing and that approved turn-around times are met. You are expected to operate with independence for day-to-day activities and proactively determine tasks and priorities to achieve set goals.

4.2 PROBLEM SOLVING AND JUDGEMENT

The Admissions Officer is expected to demonstrate well rounded problem solving skills, judgement and initiative to provide information, advice and support regarding the applications process within University policy and process. Where an issue occurs that would fall outside of policy or the established process requirements, you will seek the advice of your manager on how this may be resolved.

You will contribute to the development of processes to identify potential solutions to problems which may require the modification of existing systems and practices. You are required to exercise excellent judgement in managing workload and prioritising tasks in an area with often tight deadlines and conflicting demands.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

Knowledge of the University and School's academic and administrative policies and procedures is required to ensure that key responsibilities are executed and key processes are followed. An understanding of issues affecting staff in an academic environment is important, along with the capacity to work with a range of people at different levels within the University and externally.

4.4 RESOURCE MANAGEMENT

There is no budget responsibility associated with this position.

4.5 BREADTH OF THE POSITION

The Admissions Officer communicates with a diverse range of people including School academic and administrative staff, University administrative staff, other faculties and departments in the University, and prospective students.

5. Occupational Health and Safety (OHS)

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.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/people/community/responsibilities-of-personnel>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. Other Information

6.1 ACADEMIC SUPPORT OFFICE

The Academic Support Office within the Melbourne School of Engineering plays a key role in the School's operations. The Academic Support Office is responsible for coordinating onshore and offshore recruitment efforts, managing enquiries and prospective students and providing outstanding service and student enrichment opportunities to current coursework and research students within the School. The teams within the Academic Support Office are: Academic Programs, Future Students, Graduate Research and Student Enrichment.

6.2 MELBOURNE SCHOOL OF ENGINEERING

www.eng.unimelb.edu.au

The Melbourne School of Engineering is one of Australia's leading Engineering Schools and aims to be the school of choice for the highest performing students and research staff in Australia and within the Time Higher Education Supplement top twenty Schools of Engineering internationally by 2020.

6.3 THE UNIVERSITY OF MELBOURNE

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The University offers staff many benefits and prospective staffs are encouraged to view the following web links:

www.unimelb.edu.au

www.growingesteem.unimelb.edu.au

www.unimelb.edu.au/careers

6.4 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at www.unimelb.edu.au/governance.