



POSITION DESCRIPTION

Learning and Teaching Unit

Faculty of Medicine, Dentistry and Health Sciences

Admissions Specialist and Student Support Officer

POSITION NO	0040793
CLASSIFICATION	PSC 5
SALARY	\$68,892 - \$79,130 p.a. (pro rata)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Part-time (0.6 FTE)
BASIS OF EMPLOYMENT	Continuing
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	Neil D'Souza Manager, Admissions & Graduate Research Operations Tel +61 3 9035 8068 Email ngdsouza@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 Admissions Specialist and Student Support Officer will be based in the Learning and Teaching Unit. The incumbent will be responsible for the provision of accurate and detailed information and advice in relation to selection, admissions and scholarship processes for professional entry and graduate coursework programs within the Faculty as well as MDHS Honours programs. The position will also be responsible for the update and maintenance of relevant databases, the assessment of applications against selection criteria and the extraction and provision of data for reporting to selection committees.

The position will also support other LTU portfolio teams in the areas of Graduate Research operations as required and according to priority.

1. Key Responsibilities

- ▶ Deliver expert service and advice to stakeholders of the Learning and Teaching Unit (including but not limited to University Services, MDHS Graduate Schools and prospective students) within agreed service standards, referral protocols and a framework of excellence in customer service.
- ▶ Perform all aspects of the admissions process within specified turn-around times including assessment of applications, generation of reports for selection committees, follow up and recording of outstanding application documentation, monitoring of application progress and report any difficulties to the relevant Team Coordinator.
- ▶ Provide policy and procedural advice to stakeholders in relation to admissions.
- ▶ Contribute to the team's achievement of agreed service levels, standards and reporting requirements through the use of analytics and performance tracking whilst optimizing the provision of accurate, timely and enabling information to stakeholders.
- ▶ Actively contribute to innovation and continuous improvement of practices and processes based on analysis and feedback working collaboratively with stakeholders to inform business improvement.
- ▶ Develop and maintain excellent communication links with key stakeholders within the Faculty and Academic Services.
- ▶ Oversee compliance and quality assurance management, in line with requirements under the University's risk management framework including OH&S, legislation, statutes, regulations and policies.
- ▶ Participate in and contribute to coverage of peak period activities across the Learning and Teaching Unit to enable the Unit to meet its operational obligations and agreed service levels. This will include support for other portfolio teams in admissions as well as student support.
- ▶ The incumbent may be required to assist with other duties appropriate to the scope of the role and the level of appointment.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ Relevant undergraduate qualification with experience within the higher education sector; or an equivalent combination of relevant experience and/or education/ training.
- ▶ Demonstrated organisational and time management skills with a proven ability to prioritise tasks to meet competing deadlines with a high degree of accuracy and attention to detail.
- ▶ A strong customer service ethic with the ability to manage pressure in a fast-paced client service environment, and a demonstrated commitment to the provision of excellent service to a diverse range of clients with differing needs.
- ▶ Ability to work autonomously and collaboratively in a team environment with changing demands.
- ▶ High level verbal and written communication skills, including the ability to prepare reports addressing a range of audiences.
- ▶ A high level of initiative and drive with a demonstrated ability to provide input into business processes for continuous improvement.
- ▶ Demonstrated ability to facilitate and manage working relationships with internal and external stakeholders.
- ▶ Highly developed computer literacy, including the ability to use advanced level features of word processing and spreadsheet software packages.

2.2 DESIRABLE

- ▶ Training in the University of Melbourne's student information system, StudentOne.
- ▶ Knowledge of the University of Melbourne's policies and procedures particularly relating to student admissions and support.
- ▶ Knowledge of external policies and procedures as they relate to student admissions in Health courses.

2.3 SPECIAL REQUIREMENTS

- ▶ Annual leave must be taken at a time which accommodates the peak workflows of the area.
- ▶ The ability to work outside of standard hours may be required from time to time.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Routine supervision to general direction is provided by the Manager, Admissions & Graduate Research Operations and the Student Support Team Leader. The incumbent is expected to work independently although some tasks involve working closely with the other members of the Learning and Teaching Unit and other Faculty Units and staff. Matters that may affect the standing of the University or its research objectives are referred to senior colleagues as appropriate.

3.2 PROBLEM SOLVING AND JUDGEMENT

The position requires enthusiasm, initiative, flexibility and the ability to prioritise and manage a wide range of activities. The incumbent is expected to solve problems through the standard application of theoretical principles and techniques. The incumbent will exercise a high level of initiative and judgement and will work autonomously on a number of tasks. The incumbent will be expected to perform work assignments guided by policy, precedent, professional standards and managerial or technical expertise. Team work is a core value of the office. Good judgement is expected about when to consult the Admissions Team Coordinator on major issues.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent will possess the required skills to perform the duties encompassed within the position. The incumbent will require a sound knowledge of University policies and procedures, along with an understanding of its culture and organisational structure, including faculty and department structures. The position requires having the ability to liaise effectively with internal and external stakeholders

3.4 BREADTH OF THE POSITION

The position covers a range of tasks with primary focus on MDHS admissions. A detailed working knowledge of policies and procedures in this area is essential. A broad understanding of the Faculty's mission, goals and structure and of the University policy and procedures relevant to admissions and student support is also required.

4. *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.

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/topics/responsibilities/>

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

6. Other Information

6.1 FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES

www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry & Health Sciences has an enviable research record and is the University of Melbourne's largest faculty in terms of management of financial resources, employment of academic and professional staff, teaching of undergraduate and postgraduate (including research higher degree) students and the conduct of basic and applied research. The Faculty's annual revenue is \$628m with approximately 55% of this income related to research activities.

The Faculty has a student teaching load in excess of 8,500 equivalent full-time students including more than 1,300 research higher degree students. The Faculty has approximately 2,195 staff comprising 642 professional staff and 1,553 research and teaching staff.

The Faculty has appointed Australia's first Associate Dean (Indigenous Development) to lead the development and implementation of the Faculty's Reconciliation Action Plan (RAP), which will be aligned with the broader University – wide plan. To enable the Faculty to improve its Indigenous expertise knowledge base, the Faculty's RAP will address Indigenous employment, Indigenous student recruitment and retention, Indigenous cultural recognition and building partnerships with the Indigenous community as key areas of development.

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

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

6.3 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. <http://about.unimelb.edu.au/strategy-and-leadership>

The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs.

<http://research.unimelb.edu.au/our-research/research-at-melbourne>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

- ▶ Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.
- ▶ Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.
- ▶ Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

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 <http://www.unimelb.edu.au/governance>