

POSITION DESCRIPTION

Academic Services
University Services

Enrolment Coordinator

POSITION NUMBER	0045054 and 0054055 (two positions available)
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 5 - \$68,892 - \$79,130 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>Kris Day Tel +61 3 8344 6018 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.

The Enrolment Coordinators are part of Enrolment and Academic Records team, one of the many teams that form Stop 1 ('Connecting students and services'). EAR comprises four sub-teams that together are responsible for coordinating and delivering high quality services to students and stakeholders across the University in the areas of enrolment, results and academic records, and compliance and reporting.

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:

The Enrolment Coordinators (ECs) play an important role in supporting the delivery of high quality, sizeable and time-critical enrolment-related services to a diverse range of current and former students, colleagues from across the University, government departments, and other organisations.

ECs require well developed interpersonal and administrative skills. They also need to be strong team players, and be able to develop in-depth knowledge of numerous activities, services, systems, and/or courses.

The ECs are part of the Enrolment and Academic Records (EAR) team in Academic Services. EAR is one of the many teams that form Stop 1 ('Connecting students and services'). EAR comprises four sub-teams that together are responsible for coordinating and delivering high quality services in the areas of enrolment, results, enrolment compliance, government reporting, return of results and academic records/

Reporting line: Coordinator, Academic Records and Results, or Team Leader, Enrolment Coordination, or Team Leader Enrolment Compliance and Reporting

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: ECs provide enrolment-related services to current and former students and colleagues from across the University. The role is based at Stop 1, Parkville campus.

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:

- Provide accurate, timely, accessible and culturally appropriate support and advice to a diverse range of current and former students, colleagues and external organisations. Many enquiries are referred from other areas and require specialist and/or sensitive attention.
- Assess students' academic and/or enrolment status (e.g. have they met course and academic progress requirements), as well as applications for exchange, academic statements, enrolment variations etc, in accord with course rules and relevant policies and processes.
- Conduct enrolment audits, including those required for student visa holders.
- Prepare and issue accurate and timely academic statements to current and former students.
- Act as the team's representative and/or primary contact for some activities and services (e.g. representative on working groups and best practice groups).
- Establish and maintain open and productive professional relations with a wide range of professional and academic colleagues, stakeholders and external organisations.
- Draft and update correspondence, web information, process documents, etc. The incumbent may also be required to draft minutes and action sheets, and prepare reports for colleagues, the government, and other organisations (e.g. professional accreditation bodies).
- Provide one-to-one guidance and group briefings/training in areas in which expertise has been

developed. This could include preparing web material, emails and newsletters for students and other stakeholders.

- Investigate unusual enquiries and student cases, and suggest how these situations could be managed.
- Proactively identify problems and suggest improvements that are evidence-based and consider relevant best practice principles, relevant policies, systems, etc.
- Assist with user acceptance testing and the identification of changes that would improve our systems.
- Contribute positively to the team by consistently promoting a quality client service culture and a multi-skilled and supportive environment to ensure (i) a high standard of service to all clients (ii) knowledge, opportunities and work demands are shared, and (iii) staff absences are covered.
- 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.
- Maintain accurate records in accord with the Privacy legislation and University policy and processes.
- Contribute to other activities that may be outside normal daily duties and University events.
- Undertake other projects and duties which are broadly aligned with their key responsibilities

Selection Criteria:

Education/Qualifications

1. The appointee will have an undergraduate qualification with relevant discipline and/or equivalent mix of education and relevant experience.

Knowledge and skills

2. 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.
3. A demonstrated commitment and ability to provide high quality customer service to a diverse range of clients and stakeholders, via phone, face to face, and email, in a large complex organisation.
4. Excellent verbal and written communication skills, including a demonstrated ability to prepare professional emails, reports, web content, process documents, action sheets, presentations, etc.
5. Strong analytical and problem solving skills, including an ability to accurately interpret complex or unusual requests or situations, and to suggest viable responses.

6. Well-developed organisational skills, including an ability to prioritise tasks, meet tight deadlines, and follow agreed policies and processes.
7. Able to maintain a high level of accuracy, focus, and positivity in a busy and changing environment.
8. Proven ability to competently coordinate and improve an activity or service, and to make positive contributions to numerous services concurrently.
9. High level of proficiency using large integrated databases and standard application software such as the Microsoft Office suite (e.g. Word, Excel, PowerPoint, Outlook), and an ability to quickly develop competence using new systems.

Desirable:

10. Solid knowledge of numerous student administration services and their interdependences, and the academic and personal challenges encountered by some tertiary students. Areas particularly relevant to this role are mentioned in the Position Purpose.
11. Current operational understanding of relevant University policies, and the Educational Services for Overseas Students Act 2000 (ESOS) and/or the Higher Educational Support Act 2003 (HESA).
12. Experience:
 - Using the University of Melbourne student database (the TechnologyOne 'Student Management' system) and/or
 - Using the Commonwealth Government Provider Registration and International Student Management System (PRISMS) and/or
 - Reporting student data via the Commonwealth Government's HEPCAT software and/or
 - Using and contributing to the development and ongoing management of other databases and systems (e.g. Oracle Service Cloud).

Other job related information:

In peak periods team members' may be required to:

- Vary their hours to extend Stop 1's opening hours (e.g. work until 6pm, occasional Saturday openings);
- Work additional hours (including on the weekend) to ensure deadlines and service turnaround times are met, or to work at University events (e.g. Open Day, conferring ceremonies).