

POSITION DESCRIPTION

Academic Services
University Services

Senior Enrolment Coordinator

POSITION NUMBER	0036446
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 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>Joanne Cunsolo Tel +61 3 9035 5261 Email name@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 Senior 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 Senior Enrolment Coordinators (SECs) play a key role in coordinating the delivery of high quality, sizeable and time-critical enrolment-related services to current and former students and colleagues from across the University.

Responsibilities are varied and could include coordinating and/or making other substantial contributions to activities such as:

- The assessment and update of individual student's enrolment in accord with relevant course rules, University and government policies and requirements.
- The assessment of applications for credit, exchange studies, enrolment variations, and standard

and unusual academic statements.

- 'Macro-activities' such as re-enrolment, the return of results, determination of course completions, enrolment audits (including those required for student visa holders), course unsatisfactory academic progress, the bulk issue of academic statements.
- Government reporting.

SECs require highly effective interpersonal skills, and an ability to develop and impart considerable knowledge and systems expertise for numerous inter-related enrolment services. They also need to be strong team players, and able to readily suggest and implement agreed service improvements.

Reporting line: 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: Significant

Operational context: SECs 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 highly professional and accessible support and expert advice to a diverse range of current and former students, colleagues, and external organisations in different settings (e.g. face to face, phone, email and other formal correspondence, briefing/training sessions, committee meetings). Many enquiries are referred from other areas and require specialist and/or sensitive attention.
- Coordinate the successful delivery and continual refinement of sizeable and time-critical activities associated with managing individual students' enrolment, government and University compliance, the return of subject results, and the issue of academic statements.
- Promptly and thoroughly investigate and resolve complex and/or unusual cases, including formal complaints and grievances. This usually entails seeking advice from colleagues in different areas

of the University, establishing if improvements could be made to minimise similar problems arising in future, and preparing appropriate responses.

- Act as a primary point of contact and subject matter expert for the various systems and other key resources that underpin the team's work (e.g. StudentOne functions that relate to the team's work, eCart, various APEX forms). Provide expert advice in relation to any changes to these systems, and perform rigorous user acceptance testing to ensure that these systems are 'fit for purpose'.
- Ensure training materials, process documents, etc are current and user-friendly, and presented in the required format.
- Prepare informed and well-considered reports, reviews, action sheets, etc.
- Actively contribute to numerous essential daily and seasonal tasks (e.g. phone, email and in-person enquiries; preparation of academic statements; assessment of enrolment variation requests).
- Proactively identify problems and suggest improvements are evidence-based and consider best practice principles, relevant policies and systems, and the impact on inter-related areas/services.
- Supervise casual team members, and provide training and guidance to colleagues.
- Represent the team at various forums.
- Maintain accurate records in accord with the Privacy legislation and University policy and processes.
- 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.
- 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 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 others.
4. Highly effective interpersonal and communication skills including a proven ability to:
 - Interact effectively with a diverse range of current and former students, government agencies, and other organisations (e.g. professional accreditation agencies).
 - Provide accessible and accurate expert advice in different settings (in person, via phone, in writing, information sessions), and to diverse audiences.
 - Manage differing requirements and preferences.
 - Prepare professional correspondence, reports, presentations, statements, process documents, etc.
5. Well established problem solving skills, including an ability to accurately analyse data and/or complex or unusual queries and proposals, and to use relevant evidence, policies and principles to develop and implement the agreed solutions.
6. Able to maintain a high level of focus, accuracy, positivity and productivity in a busy and changing environment
7. A very 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:

8. 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.
9. 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).
10. 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).